

BMC

Journal of the Canadian
Health Libraries Association

Bibliotheca Medica Canadiana

Le journal de l'Association des
bibliothèques de la santé du Canada

- Programmatic Reorganization of a Health Sciences Library
- 1997 *BMC* Survey
- Library Customer Survey at the Ottawa Civic Hospital
- Should We Shorten Reference Service Hours?
- Centre for Indigenous Peoples' Nutrition and the Environment
- Reports from the CHLA/ABSC Vancouver Conference
- Currents in Library Research
- Indexes for *BMC* Volume 18
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BIBLIOTHECA MEDICA CANADIANA

The *Bibliotheca Medica Canadiana* is a journal providing for increased communication among health libraries and health science librarians in Canada. A special commitment has been made to reach and assist the worker in the smaller, isolated health library.

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La *Bibliotheca Medica Canadiana* (BMC) a pour objet de permettre une meilleure communication entre toutes les bibliothèques médicales et entre tous les bibliothécaires qui travaillent dans le secteur des sciences de la santé. Nous nous engageons tout particulièrement à atteindre et à aider ceux et

celles qui travaillent dans les bibliothèques de petite taille et les bibliothèques relativement isolées.

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Editor's Message

Dean Giustini

Whither *BMC*? For the past 20 years or so, *BMC* has published information and news of relevance to Canadian health science librarians and information providers. Looking at those first *BMC* issues is a look back at our history as an association, and an indication of just how far we have come as professional librarians in the past two decades.

CHLA/ABSC has become an association with considerable information and publishing needs, both in paper and digital forms. *BMC* readers now expect to see a range of information for (and supplied by) members in each issue: feature articles (up to 5), new columns such as *Cyberpulse* and *Currents in Library Research*, not to mention chapter reports and technology updates. This demand is a direct outcome of living in an information-driven age, and CHLA/ABSC members are both consumers and leaders of this age.

Just where *BMC* goes from here—and what its purpose is—depends on the energy of CHLA/ABSC, the Board and the membership. What are our collective goals? What CHLA/ABSC resources do we allocate to meet them? Exploring new avenues of revenue, article solicitation as well as introducing digital publishing are ongoing challenges for *BMC*, especially for an editorial team of only two. At the moment, the Board has results of the 1997 *BMC* Survey in hand (published in this issue) and these will provide some context for discussion.

Please feel free to contact the Board at any time to contribute to this discussion, or the new editorial team of Laurie Blanchard and Anna Gagliardi.

Conference Reports

As is the custom, the first issue of the new volume contains all the business of the annual conference, including chapter reports. To avoid delays in submitting chapter reports next year, *BMC* Editors may in the future ask that you prepare your chapter's submission in time for the annual conference. More details about this will follow as decisions are made by the Board, so stay tuned.

Happy Trails to *BMC*

One of the benefits of bringing the editorship to Alberta this year was that, for a moment at least, the spotlight was allowed to shine on healthcare and health sciences librarianship during a trying time in the history of our province. To those of you who made this happen by contributing articles—sometimes under considerable

duress—I tip my hat to you. These articles have reflected well on everyone.

We are entering what I might take the liberty of calling the post-Klein cutbacks period. Although life will never be the same, and our jobs have changed forever, one hopes that we are entering a period of renewed stability. To the extent that the province's healthcare system was a laboratory for deficit reductions and health restructuring, I am glad to have shared some of these tumultuous times with you.

I look forward to passing on the editor's job to Laurie Blanchard in Winnipeg, and Anna Gagliardi in Hamilton. In the next year at least, Laurie will be able to highlight some of the qualities that make Manitoba a beautiful place to live and a good place to work.

Happy trails from the Land of the Calgary Stampede and hope you can visit sometime. Don't forget your cowboy boots! ■

Letters to the Editor:

[I wrote a letter to Michael Homan, Editor of the Bulletin of the Medical Library Association, about manuscript solicitation, peer review and electronic publishing. His response is printed in condensed form below.]

Dear Editor:

Hello... The *BMLA* Editorial Board ... [consists of] official appointments to the Board through the Committee Structure of the Medical Library Association. Peer review is a "content review", but occasionally copy editing is done.

In April 1997, the *Bulletin's* electronic evolution took a leap forward and we put searchable table of contents and abstracts for *BMLA* on MLANET (linked to the Allen Press Server). The rudimentary design was done by Allen Press (the *BMLA* printer) and comments your [CHLA/ABSC] members might have based on their HTML experience would be welcomed. We want to move ahead with a completely electronic version in the near future.

As the Editor of a similar publication in Canada, I would welcome a guest editorial from you or commentary which would be published in a forthcoming issue of the *BMLA*.

Best regards,

J. Michael Homan

BMLA Editor

Mayo Medical Library

Mayo Clinic

Rochester, MN 55905

U.S.A.

A Word from the President

Lois Wyndham

I'm writing this the week after the conference and in spite of some lingering jet lag, my mind is buzzing with accomplishments - those of our very talented membership, to be precise. CHLA/ABSC members have met the challenges of change over the past year and have looked for opportunity rather than grumbling about adversity. Following are some highlights that I'd like to share with you.

The Vancouver Conference Committee - chaired by Carolyn Hall and Barbara Saint - deserves kudos for a mix of CE, conference presentations, vendor exhibits and social events that was stimulating yet typically west-coast relaxed. It was a time to meet with colleagues and to discover that many creative and progressive activities are happening. Remember to watch for the presentations in future issues of *BMC* and consider applying for Development Funds to host one of the CHLA/ABSC accredited CE courses for your own chapter.

Two members were honoured with special awards at the Vancouver Conference. Carol Morrison, Librarian at the Ontario Cancer Institute in Toronto, received the Hospital Librarian of the Year Award. Carol's remarkable list of activities include committee and executive positions with the Toronto Consortium, THLA, OHLA, UNYOC and CHLA/ABSC. As librarian for the Ontario Cancer Institute, Carol has shared her expertise through publications, workshops and seminars; she has produced cumulative indexes for a number of well-known journals and she has recently engineered a move of her entire library. Carol exemplifies all that is outstanding in health librarianship.

Jim Henderson, from the Medical Library Service, College of Physicians and Surgeons of BC received the CHLA/ABSC Award of Outstanding Achievement. Jim recognized the potential of DOCLINE for resource sharing in BC and was also instrumental in effecting a partnership between CHLA/ABSC and CISTI to implement DOCLINE across Canada. At the same time, Jim spent four years as Director and Treasurer of CHLA/ABSC, ensuring

that the Association remained in sound financial shape.

At our 1995 Annual Conference, the suggestion was made that CHLA/ABSC develop a **Code of Ethics**. I am pleased to report that the MLA Board at their meeting on May 22, 1997 approved our adoption of the MLA code with a Canadian preamble. Our own membership gave approval to the Code at the 21st Annual Meeting, May 31, 1997. The **Code of Ethics** will be printed in the *Directory* and Public Relations Director, Dianne Pammett, is investigating production of the code as a poster which members can frame. Our thanks to Dee Sprung, Librarian at Grand River Hospital and Elaine Baldwin, Librarian at St. Mary's Hospital, both in Kitchener, Ontario, for all their work on this project.

An **Advocacy Kit** has been produced to assist members in promoting the value of library services to their administrators. It was well-received at the Conference and the \$15 price is a bargain! Those who provided advice and input during production of the kit included the Hamilton & District Health Library Network, the OHLA executive and Cheryl Martin of Belleville General Hospital. **Advocacy Kits** are available from the Office of the Secretariat.

Our thanks to outgoing Resource Sharing Task Force members Charlotte Beck, Joan Leishman, Lea Starr and Patrick Ellis (Chair) who have done a tremendous job over the past three years assisting with DOCLINE implementation and strengthening our CISTI connection. The task force will continue with new members Judith Coughlan-Lambly, Toni Janik (Chair), Lynn Kozun and Anne Smithers.

These are some of the more visible accomplishments - there are many 'unsung heroes' among our members creating opportunities of their own. Please share your accomplishments with us, on CANMEDLIB, through the Chapter President's listserv or by writing an article for *BMC*. If we face the challenges and pursue the opportunities, we will strengthen both our own knowledge and our health library environment. ■

Un Mot de la présidente

Lois Wyndham

Je rédige cette chronique une semaine après la tenue de notre congrès et, malgré les effets persistants du décalage horaire, je me sens encore toute fébrile en raison des réalisations que nous avons accomplies. Pour être plus précise, il s'agit des réalisations de nos talentueux membres. Au cours de la dernière année, les membres de l'ABSC/CHLA ont relevé les défis reliés aux changements et, plutôt que de pester contre l'adversité, ils se sont lancés à la recherche de nouvelles possibilités. Ce qui suit ne sont que quelques faits marquants dont j'aimerais vous faire part.

Le Comité organisateur du Congrès de Vancouver, présidé par Carolyn Hall et Barbara Saint, mérite nos plus sincères félicitations pour nous avoir offert un bon choix d'activités de formation professionnelle, de kiosques commerciaux et d'intéressantes activités sociales qui étaient toutes empreintes de l'atmosphère détendue de la côte ouest. C'était l'occasion de rencontrer des collègues et de découvrir bon nombre d'activités innovatrices et progressistes. Ne manquez pas les présentations dans les prochains numéros de *BMC* et songez à présenter une demande au Fonds de développement professionnel pour offrir un cours de formation professionnelle de l'ABSC/CHLA avec crédit au sein de votre chapitre.

Lors du Congrès de Vancouver, des récompenses spéciales ont été remises à deux de nos membres. Carol Morrison, bibliothécaire à l'Institut ontarien du cancer de Toronto, a reçu le prix de la bibliothécaire de la santé de l'année. Parmi ses incroyables réalisations, elle a siégé en tant que membre et membre de direction au sein du *Toronto Consortium*, de la THLA, de l'OHLA, de l'UNYOC et de l'ABSC/CHLA. En tant que bibliothécaire pour l'Institut ontarien du cancer, Carol a fait part de son expertise grâce à des publications, des ateliers et des séminaires. Elle a produit des index cumulatifs pour bon nombre de périodiques bien connus et elle a tout récemment orchestré le déménagement de toute sa bibliothèque. Carol personnifie tout ce qui est remarquable dans le monde de la bibliothéconomie médicale.

Jim Henderson du *Medical Library Service* du *College of Physicians and Surgeons of BC* a reçu le prix d'excellence de l'ABSC/CHLA. Jim a reconnu le potentiel de DOCLINE en matière de partage des ressources en Colombie-Britannique et il a joué un rôle prépondérant en instituant un partenariat entre l'ABSC/CHLA et l'ICIST pour mettre en œuvre DOCLINE dans l'ensemble du Canada. En même temps, Jim a occupé pendant quatre ans les fonctions de directeur et de trésorier de

l'ABSC/CHLA veillant ainsi à la bonne santé financière de notre association.

Lors de notre Congrès annuel de 1995, on a suggéré que l'ABSC/CHLA élabore un **code de déontologie**. Il me fait plaisir de vous faire part que, lors de sa réunion du 22 mai 1997, le Conseil de la MLA a approuvé notre adoption de leur code avec un préambule canadien. Nos propres membres ont également donné leur approbation lors du 21^e Congrès annuel qui s'est tenu le 31 mai 1997. Le **Code de déontologie** sera imprimé dans l'*Annuaire* et Diane Pammett, directrice des relations publiques, étudie la possibilité de le produire sous forme d'affiche que les membres pourront faire encadrer. Nos plus sincères remerciements à Dee Sprung, bibliothécaire à l'hôpital Grand River, et à Elaine Baldwin, bibliothécaire à l'hôpital St. Mary, toutes deux de Kitchener en Ontario, pour leur travail remarquable dans ce projet.

Pour aider nos membres à promouvoir la valeur de leurs services bibliothécaires auprès de leurs administrateurs, on a produit une **trousse de défense de nos intérêts**. Elle a reçu un accueil chaleureux au cours du Congrès et, au prix de 15 \$, on peut dire que c'est toute une aubaine! Parmi ceux et celles qui nous offrent leurs conseils et leurs commentaires au cours de la production de cette trousse, on compte des membres du Réseau des bibliothèques de la santé du district de Hamilton, la direction de l'OHLA et Cheryl Martin de l'hôpital General deBelleville. Il est possible de se procurer cette trousse auprès du Secrétariat.

Nous aimerions remercier les membres sortants Charlotte Beck, Joan Leishman, Lea Starr et Patrick Ellis (président) du Groupe de travail sur le partage des ressources. Au cours des trois dernières années, ils ont accompli un travail remarquable qui nous a permis de mettre en service DOCLINE et d'améliorer nos liens avec l'ICIST. Ce groupe de travail s'enrichira maintenant de la participation de nouveaux membres que sont Judith Coughlan-Lamby, Tony Janik (président), Lynn Kozun et Anne Smithers.

Voici quelques-unes des réalisations qui ont été les plus visibles. Toutefois, parmi nos membres, il y a plusieurs «héros méconnus» qui sont à la recherche de nouvelles possibilités. Faites-nous part de vos réalisations par l'intermédiaire de CANMEDLIB, du LISTSERV de la présidente ou en rédigeant un article pour *BMC*. Si nous relevons de nouveaux défis ou entreprenons de nouvelles activités, nous allons améliorer nos connaissances et l'environnement au sein de nos bibliothèques de santé. ■

From Container to Contents : Programmatic Reorganization of a Health Sciences Library

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Introduction

The contemporary health care arena is characterized by rapid and discontinuous change. The following combination of factors have an impact on health care delivery and on the health sciences library community:

- a public sector funding crisis,
- an information explosion in biomedical sciences,
- major changes in the basic processes of health care delivery and increased consumer participation in health-related decisions.

Librarians and managers are frequently placed in the unenviable position of trying to maintain and improve services to a greater range of clients in the face of diminishing resources.

In response to these environmental pressures, programmatic approaches have recently emerged as important options for organizational design in the health care sector. (1) Analogous to strategic business units embraced by the corporate sector, programmatic organizational models focus on the organization's key capabilities, rather than on traditional discipline-derived departments and divisions. Although programmatic management approaches have been applied increasingly to the health care sector over the last decade, these efforts have generally not addressed the academic affairs that define a teaching and research institution.

The goal of this article is to explore organizational theory of programmatic administration and its application to the health sciences library of St. Michael's Hospital in Toronto, Ontario. We suggest that programmatic design of the health sciences library may confer unique and important benefits to the unit, its staff and its host institution.

Programmatic Organizational Models (POMs)

Programmatic organizational models (POMs) emphasize:

- an organization's key capabilities and central activities, and
- focus human and fiscal resources on those emphasized areas.

By contrast to traditional 'vertical' structures which organize around functions such as finance, payroll and food services, 'horizontal' (or product line) management is focused on strategic business activities or programs. An institution's decision to adopt a programmatic structure is predicated on a strategic planning process that identifies the organization's internal capabilities - strengths and weaknesses - and threats and opportunities in the external environment. This focus suggests a need to align personnel, resources and information in support of key activities. Programmatic work groups may be unconventional, multidisciplinary and highly task-oriented. Work environments are less hierarchical and more process-oriented, ideally informed by any data that demonstrates how to achieve objective service-related outcomes.

Programmatic management implies the devolution of decision-making responsibility to the appropriate, competent organizational unit. Program staff take responsibility for operational decisions and receive management support, authority and autonomy. Program staff and their managers are accountable for the organizational resources used and outcomes achieved. An organization

needs to clearly understand the costs incurred and benefits achieved in support of each of its programs. This requires a high degree of sophistication of communication, information and financial reporting systems.

Library Organization : Business as Unusual

The turbulent health care environment that encourages institutions to adopt programmatic organizational models also influences health sciences libraries. Libraries are affected by the health information explosion, changes in the numbers and nature of clients, and changes in library service processes.

Focusing on the delivery of core services leads to a re-examination of how an overall library service is delivered. Programmatic models encourage managers and operational units to identify their core activities, suppliers and customers and to develop a means to identify outcomes and improve processes. In this context, it seems sensible for libraries to organize themselves in support of strategic

Librarians and managers are frequently placed in the unenviable position of trying to maintain and improve services to a greater range of clients in the face of diminishing resources.

programs and to develop the means to evaluate and improve information service processes. Traditional library structures organized around library functions (e.g. reference service, collection development, cataloguing and circulation) appear not to be the optimal means of achieving these goals.

A second stimulus for library redesign is an accelerated information explosion in health science. This has resulted in an increased volume of subject content in existing areas, development of new subject areas and novel information delivery mechanisms. The problem is not simply ensuring access to information, but gaining access to relevant information in a timely and cost-effective manner. (2) Health science librarians are ideally situated to assist front-line health workers in developing strategies to access this increasingly complex body of knowledge.

A third factor is the increase in the number and variation of library client skill levels. Changes in health care delivery will frequently result in fewer - but more complex - health care delivery roles. Nurses and allied health professionals are now required to join students of medicine and other health disciplines in making evidence-based decisions for patients, and to promote life-long learning behaviors.

Programmatic environments put individual responsibility on health professionals for continuing education and on the maintenance of competence. In addition, patients are no longer passive recipients of provider-driven health care, but are increasingly active, empowered participants in health care decision making. These trends are accompanied by a significant increase in the health information needs of patients and their families. (3,4,5) In short, health sciences libraries face an expansion of their traditional clientele to groups with important and distinct information needs.

A fourth factor supporting a reexamination of traditional library functions has been articulated by the library profession itself. Health science librarians have been marginalized, in part, by an increased emphasis on non-core activities. In the 1996 Janet Doe Lecture, Robert Braude observed:

"...we [have been] identified with the containers instead of with the information...is due more to our culpability than to that of our clientele; we were always in the information, not the container, business...." (6)

A consideration of the role of the 'trail guide' provides an illustrative analogy. The expert guide may neither read a map, nor hike better than his clients. He adds value to the experience by 'knowing his way around', possessing significant expertise and professionalism in sharing this information. In this sense, the health sciences librarian becomes a back line information specialist, supporting the activities of the front line information users: doctors, nurses, allied health professionals, and patients. Dent has explored the application of these roles to the private sector. (7) Rather than organizing around its collection, libraries must organize around their users. (8,9)

St. Michael's Hospital

St. Michael's Hospital is one of the major teaching hospitals in Toronto housing one of the four undergraduate academics of the University of Toronto Faculty of Medicine. In response to an internal fiscal and management crisis in 1992, St. Michael's Hospital began a major organizational redesign. Following a comprehensive planning process, three initial core clinical, teaching and research programs were identified. Later, this core was expanded

to a total of six emphasized programs over a three year period: 1) Heart, 2) Trauma, 3) Inner City Health, 4) neuromusculoskeletal, 5) Nutrition and Digestive Diseases and 6) UREEO (urology; renal; endocrine; ear, nose and throat; ophthalmology).

In the spring of 1995, successive rounds of budget reductions led to an institution wide reengineering effort. In its third and final phase, a reexamination

and redesign of the health sciences library was undertaken in 1996. The hospital's health sciences library has a long tradition of high quality service delivery, though customers often interacted with several different staff for each type of inquiry (e.g. database searching, acquisitions, interlibrary loans).

Analysis of budget models revealed that in its 'traditional' service model, library funding cuts would essentially translate linearly into reductions in both staff services and collection resources. With the dual goals of blunting the impact of fiscal cuts and improving its service delivery processes, the library undertook a radical redesign of its service.

The "Programmatic" Library - What is it?

The central premise of the library's programmatic reorganization is that resources should be deployed congruent with the library's core function: assessment and fulfillment of users' information needs. The key component of the structure is the creation of a new staff role: the information specialist. Equipped with a Masters of Library and Information Science (MLIS or MLS) degree, these individuals are the cornerstones of the library's service delivery model. Their role is to assess the information needs of their clients, and help the clients develop strategies to meet these needs.

These interactions occur ideally in a setting of mutual respect, professionalism, and in the context of an ongoing longitudinal relationship. Anticipate that information specialists will develop both user-specific and content-specific expertise, both of which will incrementally add value to the unit's activities. Services may well change from short term, reactive to longitudinal, proactive enabling strategies. It is also anticipated that the information specialists, working with program representatives will be better suited to make decisions regarding priorities for collection development and allocation of library resources. Information specialists

Programmatic environments put individual responsibility on health professionals for continuing education and on the maintenance of competence.

In addition, patients are no longer passive recipients of provider-driven health care, but are increasingly active, empowered participants in health care decision making.

spend 50 per cent of their professional time in support of their client-related activities.

To meet short term or emergent information needs, information specialists rotate in support of a help desk, which provides rapid response services to all library clients on an as-needed basis. This rapid response capability is essential to support the clinical activities of the institution and the users who need simple or immediate assistance. Information specialists spend 20 per cent of their professional time supporting the help desk.

In the present staffing model, information specialists devote 30 per cent of their professional time to support traditional areas of library functional expertise (e.g. World Wide Web (WWW), search strategies). Although it is anticipated that all team members can deal with most service requests, functional expertise of a subspecialty nature will be needed to deal with the more complex client requests. These tough requests may become learning opportunities for the team.

The information specialist, functioning as an internal content expert will also assist other team members in skill training and development activities on an ongoing basis. Information specialists will also be assigned broad responsibility for areas that cross

program lines (e.g. administration, client relations, databases, resources, systems).

Critical to the successful implementation of the library's new structure is the ability to identify and train the team of highly skilled individuals who will develop the roles of information specialists. Such individuals must possess both excellent specific and general library functional skills, but also possess or develop a set of client relationship skills that are more usually identified with sales and marketing roles. Given the requirement for creative problem solving, skill training and mutual interdependence that characterize the new structure, the individuals must possess sophisticated team building and functioning skills. Client satisfaction and team function will be two of the evaluative criteria for information specialists.

The new organizational structure expands the role of the health sciences librarian from a focus on collection maintenance to that of a professional colleague and fellow 'trailblazer'. The model will better understand and meet the needs of the hospital's front line information workers, and position the library as a central learning resource in what is clearly one of the most knowledge-intensive industries. ■

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The 1997 Bibliotheca Medica Canadiana (BMC) Survey : Results, Commentary and Looking Ahead

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Introduction

In June 1996, at the Annual General Meeting of the CHLA/ABSC Conference in Toronto, members raised the concern that "the cost of producing *BMC* had risen to nearly equal that of revenues generated from CHLA/ABSC membership fees". (1)

The issue was raised again in July on the Canadian Medical Libraries (CANMEDLIB) listserv as well as the listserv of the CHLA/ABSC Board. *BMC*'s Editors responded to this discussion by examining production costs as well as emerging issues of digital publishing in a national survey.

The goal in implementing a national survey was straightforward and unscientific; however, important feedback was needed on the following issues:

- overall level of satisfaction with *BMC*;
- issue frequency, length, and presentation;
- *BMC*'s importance relative to other CHLA/ABSC activities and
- future initiatives such as electronic publishing on the Web (WWW).

The overall intent of the survey was to gather both qualitative and quantitative data from CHLA/ABSC members and *BMC* subscribers.

Survey Design and Implementation

The survey design took into account these factors:

- Subscribers work in various institutional settings, disparate geographical regions and cities and towns with varying sizes of population;
- Trends specific to region and type of library should be identified;
- National trends should be identified, and overall needs drawn;
- The survey data is potentially useful as a planning document by the Board, and by members to identify needs and to support applications for CHLA/ABSC Development Funds.

The survey was developed by the editors with assistance from the following: previous *BMC* editors, a survey specialist from the Alberta Cancer Board(2), and members of the CHLA/ABSC Board. The survey was beta-tested by a volunteer group of CHLA/ABSC members, with representation from across Canada. After the beta-test group's comments were incorporated, the survey was sent out as an insert in *BMC*18(2).

Survey returns - 18% (or 70 of 402 members)

The deadline for returned surveys was February 1, 1997. Survey results were entered into *Epi-Info (Version 6)*, a word processing, database and statistics system for epidemiology on microcomputers. (3) This database is now stored on the *BMC* laptop.

Seventy (70 of 402) surveys were returned, giving us a response rate of 18%. As this was not a scientifically-valid survey, we believe the low response rate limits our ability to draw precise conclusions from the data. However, the data gives us a picture of what responding subscribers think of *BMC*, and this data bears some examination.

Type of Library - Question No. 1

Collecting data about type of library, province and the population of the city or town where a member worked was the goal of questions one to three. These were cross-tabulated to reveal trends by library type and region (questions 4, 5, 6, 9, 11, 12). Some categories were grouped together to view data in 'larger' sets. In "Type of Library", for instance, teaching and community hospitals became "Hospital Libraries" and Manitoba, Saskatchewan and Alberta became the "Prairie Provinces" region. The total number of respondents in some categories is still low - a 75% response may only represent three out of four respondents. The value of this information, admittedly, is limited. [see Table 1]

Province and Population - Questions No. 2 & 3

Ontario and Quebec returned the most surveys, mainly because of high member numbers in those provinces. Of total surveys returned, forty-seven percent (47.1%) responded from Ontario and fifteen percent (15.7%) from Quebec. No data was gathered on

language of subscriber; the survey was not provided in French, which may account for the low response from Quebec relative to Ontario.

Alberta had the next highest response rate (11.4%). Four English speaking countries other than Canada responded: Australia (2.9%), and 1.4% each for the US, UK and Ireland. [see Table 2]

LIBRARY	Freq. (no. of respondents)	Percentage
University	17	24.3
Teaching Hospital	26	37.1
Community Hospital	12	17.1
Consumer Health	1	1.4
Government Department	4	5.8
Other	10	14.3
TOTAL	70	100

Table 1. Type of Library

PLACE	Frequency	Percentage
Alberta	8	11.4
Australia	2	2.9
British Columbia	5	7.1
Ireland	1	1.4
Manitoba	2	2.9
New Brunswick	3	4.3
Newfoundland	1	1.4
Nova Scotia	1	1.4
Ontario	33	47.1
Quebec	11	15.7
Saskatchewan	1	1.4
United Kingdom	1	1.4
U.S.A.	1	1.4

Table 2. Location of Library

Overall Satisfaction - Questions No. 4 & 5

Overall, 77.2% reported they either agreed, or strongly agreed that they are satisfied with *BMC*. Results by type of library suggest that the "other" libraries group were *most satisfied* - ninety-three percent agreed or strongly agreed. Of the hospitals group, 85.3% said they agreed or strongly agreed. The lowest response was from university libraries, 47% agreeing or strongly agreeing with the statement. [see Figure 1]

Maritime respondents were unanimous. All respondents (100%) from the Atlantic provinces agreed, or strongly agreed they were satisfied with *BMC*.

Quebec respondents had a slightly lower approval rate (72.7%), suggesting that *BMC* does not meet as many Quebec members' needs (more articles in French are needed). As ASTED is now an official chapter, we hope to address the ongoing issue of making more information relevant to our Quebec colleagues.

More than 50% said *BMC* sometimes meets their needs in specified areas, which is a solid majority. Nearly 50% of those said *BMC* always meets their need for staying informed.

Satisfaction by type of library

This question was cross-tabulated by *type of library*. Sixty-four to eighty-eight percent of respondents from university libraries said that *BMC* sometimes met their needs in all areas, except for how-to articles, where 70.6% reported that it *rarely* met their needs. Many of our members work in academic settings of the university health sciences library, so this is an important indicator for *BMC*. [Most "how-to" articles published in *BMC* within the last year are geared to hospital or special library settings.]

More than half of hospital library respondents said that *BMC* sometimes or always met their needs in most areas. For "how-to" articles, 78.9% said that *BMC* always met their needs, compared to only 11.8% of university library respondents. Those from "other" libraries had similar responses to hospital libraries, reporting the highest percentages for always or sometimes meeting their needs tracking specific issues (86.7%), continuing education (80%), and how-to articles (86.7%). [see Table 3]

Use of BMC - Question No. 6

Total results ranged from highest for "reading from cover to cover" to lowest for "scanning the contents". Thirty-five percent (35.7%) read most of *BMC*. Six percent (6%) of university library respondents state they read *BMC* from "cover to cover," most either read select articles (35.3%) or scanned contents (29.4%). This differed for hospital libraries, where 28.9% respondents "read from cover to cover", and 39.5% read most of it.

"Other" libraries had similar patterns of use to hospital libraries, so a majority read *BMC* (at least in part) and hospital librarians read it mostly "from cover to cover".

Frequency - Question No. 7

Ninety percent (90%) felt the publishing schedule was adequate. Two people commented that *BMC* should be published six times a year, and three said three times a year. Overall, most respondents felt that the journal is best as a quarterly.

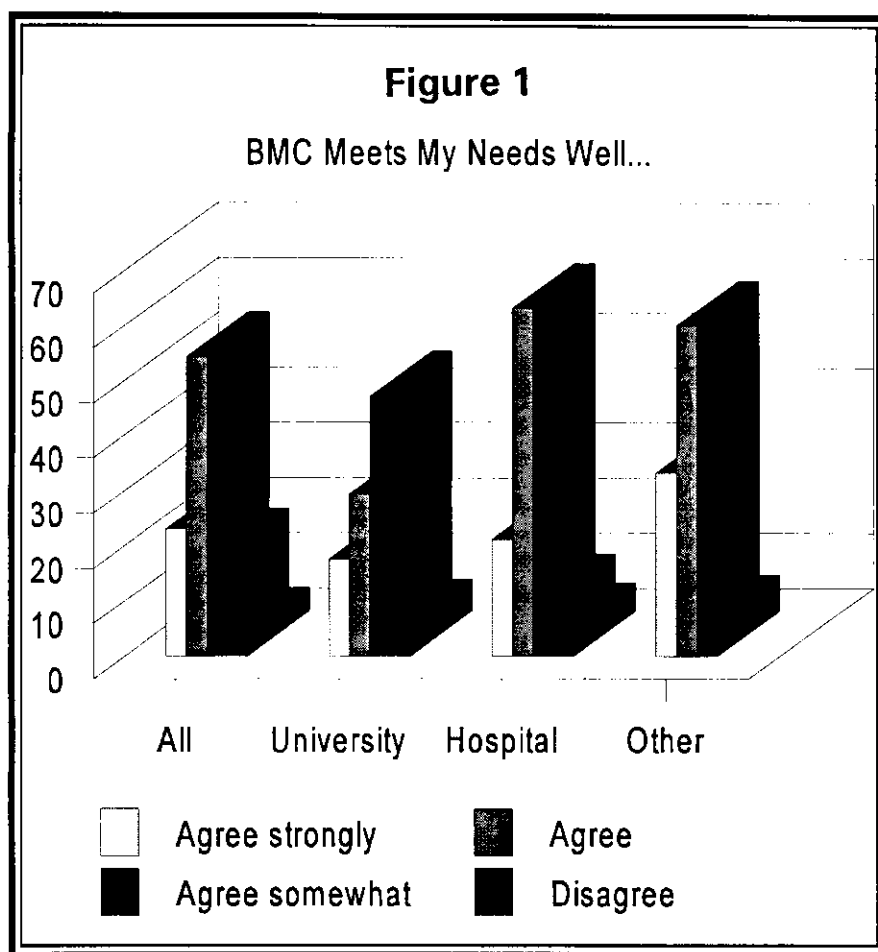
Length - Question No. 8

Seventy percent felt *BMC* was "just the right length," 11.4% felt it was not long enough and 2.9% felt it too long. [Average *BMC* length has dropped over the past year due to stricter editing procedures, which has reduced production costs.]

BMC's Relative Importance within CHLA/ABSC - Question No. 9

BMC was most often rated either "of the same importance" or "more important" than other listed CHLA/ABSC activities. *BMC* was rated as "less important" than continuing education for 25.7% of respondents, indicating that CE is seen as critical. A few respondents said that reading *BMC* is an important CE activity in itself.

SPECIFIC NEED	No response	Always	Sometimes	Rarely	Never	No opinion
Tracking specific issues	8.6	20.0	68.6	1.4		1.4
Continuing Education	7.1	12.9	62.9	14.3	2.9	
Networking	10.0	17.1	44.3	18.6	8.6	1.4
Research	8.6	10.0	60.0	11.4	8.6	1.4
Staying Informed	5.7	48.6	41.4	4.3		
'How to' Articles	7.1	22.9	58.6	11.4		

Table 3. How Often *BMC* Meets My Needs

More than half of university respondents rated *BMC* as "more important" or "of the same importance" as CHLA/ABSC's other activities. *BMC* was rated as "less important" by some than the annual conferences and continuing education, indicating that these activities merit the resources allotted to them.

Hospital library respondents rated *BMC*'s relative importance highly when compared to other activities (either more important or of the same). *BMC* is considered "less important" than the conference for 13.2% and less important than continuing education (26.3%).

About 80% of prairie respondents see *BMC* as "more" or "of the same importance" than the annual conference, public relations, and publications. As far as continuing education and the development fund is concerned, 63% see *BMC* as less important than these activities.

In Atlantic Canada, all respondents rated *BMC* as "more" or "of the same importance" as the activities listed - the exception was public relations, where (80%) saw it as more important. Only forty (40%) of BC respondents felt *BMC* was of the same or more importance than the annual conference. [The fact that the conference was held in Vancouver in the same year the survey was conducted may have influenced BC members.] Only 20% felt *BMC* was more or of the same importance as continuing education. Ontario and PQ respondents had similar patterns of response to the Prairie provinces.

[Since the other countries that responded are not members of CHLA/ABSC, these results are not really considered significant.]

Keep *BMC* As Is - Questions No. 10 & 11

A majority sixty percent said they wanted to keep *BMC* "as is" for the foreseeable future. Only 5.7% said no, 14.3% had no opinion, and 20% did not respond.

All respondents strongly support studying the viability of electronic publishing of *BMC* (68.6%), and offering members an option of print and/or electronic versions (74.3%). Eighty percent (80%) of university library respondents strongly support studying the viability of electronic publishing, and offering members the option of print and/or electronic *BMC*. Hospital library respondents support e-publishing in lower numbers than other library types - perhaps this is because the kind of computer facilities typically available in academic settings are lacking in some hospital settings.

Only slightly more than half of respondents from cities of less than 100,000 supported the option of electronic publishing. Some concern was expressed that a hard-copy version of *BMC* would eventually not be available. In some small centres with no access to e-mail or the Web, the fear of being 'shut off' is real. Until e-mail and the Web are standard in all libraries, the Board is unlikely to stop printing a hard-copy of *BMC*. Thirty percent (30%) of respondents from cities of less than 100,000 did not respond.

Access to E-mail and the World Wide Web (WWW) - Questions No. 12 & 13

If *BMC* were published in electronic form, subscribers would need access to e-mail and the WWW. As of February 1997, more than ninety-one (91.4%) percent of respondents do not have this access. The lowest rates of e-mail access are in a) the Atlantic

provinces with eighty percent (80%) and b) in Quebec, with eighty one (81%) and c) in towns with a population of less than 100,000.

Question 13 asked respondents if they would be getting e-mail soon. Twenty-one percent said no, or they didn't know whether it would be a part of their future. This could feasibly be a target area for funding; the CHLA/ABSC Board can use this information to assist chapters who need e-mail and WWW access for DOCLINE, CANMEDLIB as well as access to electronic publications, not just the future *BMC*.

Quality of *BMC* - Question No. 14

BMC is a quality publication, with attractive print and layout, according to many respondents. A majority stated that *BMC*'s print, graphics and layout were good (from 35% to 45.7%) or excellent (24 - 34%). An even smaller group (from 8.6% to 24.3%) said that these aspects of quality were adequate.

Some respondents felt improvement was needed. Less than 6% of respondents said that print type/fonts, graphics or layout were only fair, or poor. More graphics and a better layout were suggested. [Over the past year, *Doctor DOCLINE* and Rita Vine's *Cyberpulse* columns have allowed us to introduce more visual aspects for *BMC*.]

Generating Revenues to Offset Cost - Question No. 15

The survey was designed to address the issue of generating revenues to offset *BMC* costs, and question 15 specifically asked for input on this issue.

Many respondents offered helpful suggestions. Eighty-two (82.9%) percent suggest we focus on advertising for revenue and sixty-four (64%) suggested exploring corporate sponsorship. Advertising and corporate sponsorship are the most preferred methods, though fundraising was favoured by (21.4%) of respondents.

Twenty-two percent do not support increasing membership dues, but twenty percent did. This question had the most "no responses" at (57.1) percent. Either more information was needed or a response would depend on the circumstances.

Select Comments - Question No. 16

The editors wish to thank those who contributed comments. This qualitative information is needed to open dialogue, and by no means is the dialogue closed now. We encourage all members to contribute to the discussion, either formally through the new *Letters to the Editor* section of *BMC* or speaking with the Board.

Some written comments from the survey are categorized and generalized below.

BMC content and format

- Features are not substantial enough and too wordy; more extensive editing would make articles more readable (and cut costs of production).
- Canadian content is valued, relevant and informative for the small health sciences library, but not necessarily for the large academic library.
- Improvement of *BMC* will come from the quality of articles; vigorous promotion of *BMC* in other markets like the US and British journals needed.

- New columns like *Cyberpulse* and *Doctor DOCLINE* are great; useful and interesting, but more French articles required.
- Do not like your format - go to something smaller, manual sized.

Electronic *BMC* or paper?

- Continue to offer both electronic and paper version of *BMC*.
- Unlikely to read *BMC* if available only electronically.
- Viable if it can be cost-effective, but what about libraries with no access?

Peer review and editing

- Create an editorial board with several CHLA/ABSC members, instead of placing onus on 2 individuals.
- Consider stricter editing policies that include peer review. *BMC* would improve with peer review.

Reducing production costs

- Do not raise subscriptions fees or member fees.
- If necessary, move to cheaper printing and paper, or electronic publishing as MLA is doing.
- Increase revenues by having an advertising editor.

Conclusions

With more returned surveys, we would see a more accurate picture of members' needs vis-a-vis *BMC*. However, the data gathered from the small group of respondents (18%) gives the CHLA/ABSC Board and Editors useful information for planning *BMC*'s future.

Overall, members are satisfied, and *BMC* should remain 'as is' for the foreseeable future. Most are satisfied with *BMC*'s frequency and length. Most feel that the print quality, layout, and

graphics are adequate. Strong support exists for investigating e-publishing and for giving members the option of electronic *BMC*, or a mailed out version.

BMC readers are diverse. Subscribers from different types of libraries, geographic regions, and sizes of population have different patterns of use. *BMC* meets the overall reading needs of subscribers, but not consistently and not in the same manner. Each group views *BMC*'s importance differently relative to other CHLA/ABSC activities and values it for different reasons - not surprising, as *BMC* tries to cover a wide range of topics and to reach many different types of library professionals in the health sciences.

BMC will continue to publish in hard-copy only. The editors plan to continue quality improvement, to promote *BMC* in jurisdictions outside of Canada and to keep production costs low. Our main priorities are to inform members of trends within health sciences librarianship and to share information with you about CHLA/ABSC and individual chapters. [Please see the editorial on page 4 of this issue for further information.] ■

Notes

1. Please see Minutes from 1996 AGM in Toronto, published in *BMC* 18(1), page 21.
2. Elizabeth McGregor, Ph.D., Scientist and Epidemiologist, Alberta Cancer Board, Tom Baker Cancer Centre, graciously assisted *BMC* in developing its survey. We thank her for her efforts. [Dr. McGregor is also the Chair, Library Committee, Tom Baker Cancer Centre and a regular library user]
3. The survey database was created by Chris Greene, B.A., Masters in Health Sciences (M.H.Sc.), University of Toronto, on contract with CHLA/ABSC and *BMC* for this project.

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- *Dean Giustini is the outgoing Editor of BMC. His professional interests include Web-site development, patient education for cancer patients, end-user instruction and e-publishing. He will be working on a to-be-announced editing project with Eric Delozier for Health Care On the Internet in 1998.*

Library Customer Survey at the Ottawa Civic Hospital : An Importance vs. Satisfaction Gap Analysis

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Introduction

This paper reports the results of a customer satisfaction survey conducted at the G.S. Williamson Health Sciences Library, Ottawa Civic Hospital. The Ottawa Civic Hospital is a 600-bed tertiary teaching hospital affiliated with the University of Ottawa.

The objectives of this survey were to evaluate current library services and to plan for improved services to meet the changing information needs of the institution. Data about library resources, services, staff, accessibility, physical environment, and equipment was collected. Respondents rated the importance and satisfaction of these services using a 5-point Likert scale. Importance and satisfaction rates were subsequently analyzed and compared, resulting in a gap between the two. General conclusions from this gap analysis data are presented.

The most interesting finding is that personal qualities of library staff - such as knowledge, helpfulness and accuracy - received the highest "importance" ratings of all categories, even higher than journals or database/literature searching. This is very encouraging news for library staff. Further, the survey results show that opportunities do exist for us to assume vital, proactive roles in information management within our institution.

Survey results reveal that four areas in the library need improvement: 1) the book/monograph collection, 2) the journal collection, 3) ease of locating materials and 4) hours of operation.

Survey Methodology

The 38-item questionnaire was designed (1) was designed to collect information in six major areas:

- library resources (9 questions),
- services, (11 questions),
- staff, (5 questions),
- accessibility, (4 questions),
- physical environment (5 questions) and
- equipment (4 questions).

Two hundred twenty-nine (229) survey questionnaires were distributed to library customers who visited the library between February and May of 1996. One hundred and seventy-two questionnaires were returned for a response rate of 75.1%. A listing of respondents is presented in Table 1.

Respondents visited the library for checking out/in library materials (48.0%), performing literature searches (36.3%), reading materials for professional development (35.1%), research (32.7%) and patient treatment (27.5%).

Professional Practice Category	Number	Percentage (%)
Staff physician	25	14.5
Resident/Intern	49	28.5
Nurse	13	7.6
Support staff	12	7.0
Medical student	23	13.4
Administrator/Manager	1	0.5
Researcher	28	16.3
Not reported	21	12.2
TOTAL	172	100.0

Table 1. Distribution of Respondents by Professional Practice

Respondents rated importance and satisfaction for each question using a Likert scale ranging from 1 (Low Importance/Low Satisfaction) to 5 (High Importance/High Satisfaction). The percentage of those who responded by rating items as 4 or 5 are given for each question, with a resulting "gap". Where satisfaction is rated lower than importance, the resulting gap value is negative; where it is rated higher, the resulting value is positive. Negative values indicate that respondents think services or resources are important, but that they are not currently satisfied with them. Positive values indicate that respondents are more satisfied with current services and resources. Four open questions collected supplementary information.

Results

Collection/Resources

Respondents rate journals as the most important resource in the collection (97.6%), followed by books (87.8%), reference collection (80.4%) and full text information on CD-ROM (47.9%). [see Table 2]. The importance of journals is shown by comments in open question #1. Eighty-three respondents said that access to current journals is the most valuable service in the library. Fifteen more respondents said in open questions #1 and #2 that more journal titles should be added to the collection.

Only 73.5% of respondents indicated that they are satisfied with the journal collection. Low satisfaction is shown in the book collection (54.1%) and reference collection (61.1%) also. The large negative gap (-24.1%) between the importance and satisfaction of the journal collection indicates that respondents perceive the col-

lection is inadequate. Of all the categories, the highest negative gap value (-33.7%) was shown for the monograph/book collection.

Item	Importance (%) 4 and 5	Satisfaction (%) 4 and 5	Gap
Journals	97.6	73.5	-24.1
Books	87.8	54.1	-33.7
Reference collection	80.4	61.1	-19.3
Full-text on CD-ROM	47.9	38.0	-9.9
Computer-assisted instructional packages	37.6	36.8	-0.8
Consumer health materials	28.7	41.7	13.0
Vertical file materials	25.2	29.2	4.0
Audio-visual programs	24.5	27.8	3.3
Administrative materials	20.9	35.0	14.1

Table 2. Collection/Resources

Services

Respondents said that "answering reference questions by librarians" is the most important service (90.1%), and 91.6% said that they are satisfied with it. After reference service, the most important services were interlibrary loans (83.7%), providing access to literature databases (83.4%), and length of loan period (79.5%). Satisfaction rates for interlibrary loan services, providing access to literature databases and length of loan period are 77.9%, 74.8% and 64.1% respectively.

The largest negative gap (-15.4%) was seen in the length of loan period. Over 79% of respondents said the length of loan period is important to them, and only 64.1% said that they are satisfied with the one week loan period. Among other services provided, literature searches performed by a librarian received the highest positive value (16.1%) in the gap analysis. [see Table 3]

Item	Importance (%) 4 and 5	Satisfaction (%) 4 and 5	Gap
Answering reference questions	90.1	91.6	1.5
Interlibrary loan	83.7	77.9	-5.8
Access to literature databases	83.4	74.8	-8.6
Length of loan period	79.5	64.1	-15.4
Training in searching literature databases	70.9	68.2	-2.7
Library orientation	69.6	74.5	4.9
Library-performed literature searches	63.6	79.7	16.1
Purchasing suggested titles	47.9	37.9	-10.0
Producing monthly search update	44.0	52.0	8.0
Library newsletter/New book list	44.0	40.7	-3.3
Distributing Table of Contents	32.8	41.1	8.3

Table 3. Services

Library Staff

The knowledge of library staff was rated as the most important staff quality. [see Table 4] Over 99% of respondents said that staff knowledge was important and 98.1% were highly satisfied. All other staff qualities such as helpfulness, accuracy, accessibility and courteousness received ratings of over 95% both in importance and satisfaction. On average, library staff received the highest ratings in both importance and satisfaction out of all survey categories, including resources, services, accessibility, physical environment and equipment. Extremely small gaps exist between importance and satisfaction, indicating that client expectations are being well-met. This positive data may provide us with new opportunities to market ourselves more actively. Customer perceptions of librarians have never been more important; doing a good job is not always a condition of continued employment these days. (2)

Item	Importance (%) 4 and 5	Satisfaction (%) 4 and 5	Gap
Knowledge	99.4	98.1	-1.3
Helpful	98.8	97.5	-1.3
Accurate	98.7	96.1	-2.6
Accessible	97.6	97.5	-0.1
Courteous	95.7	95.6	-0.1

Table 4. Library Staff

Accessibility

Ease of locating library materials (94.5%) and hours of operation (92.2%) were rated as very important aspects of accessibility. (see Table 5). However, satisfaction levels were only 76.4% and 75.6%, respectively. The largest negative gap was in ease of locating library materials (-18.1%). In open questions #2 and #3, three respondents said to improve the layout and organization of book and journal collections. Ten commented to improve after-hours access. Ten also expressed an interest in the extension of library hours and ten requested to open on week-ends. The highest positive value (20.8%) is shown in library location, and this is the largest positive gap in all categories.

The reason for a high negative value in "ease of locating library materials" is related to the physical layout of the library. With small rooms connected in a row, functional space to house books and journals in one consecutive sequence is not possible.

Item	Importance (%) 4 and 5	Satisfaction (%) 4 and 5	Gap
Ease of locating items	94.5	76.4	-18.1
Hours of operation	92.2	75.6	-16.6
Library location	67.5	88.3	20.8
After-hours access	58.1	45.0	-13.1

Table 5. Accessibility

Physical Environment

Noise control (80.7%) and providing appropriate work space (78.0%) were rated high in importance and only 73.0% and 64.8

% of respondents were satisfied. Work space showed the highest negative value among other items in physical environment. [see Table 6]

Item	Importance (%) 4 and 5	Satisfaction (%) 4 and 5	Gap
Noise	80.7	73.0	-7.7
Workspace	78.0	64.8	-13.2
Directional aids	68.8	73.3	4.5
Layout	67.3	62.9	-4.4
Temperature	66.3	65.2	-1.1

Table 6. Physical Environment

Equipment

The photocopier (82.3%) was rated as the most important piece of equipment in the library, but only 59.9% were satisfied. This is the highest negative value for equipment (-22.4%). The next important item rated was computer with word processing software for patrons use (39.7%) with a satisfaction rate of 38.7%. [see Table 7]

Item	Importance (%) 4 and 5	Satisfaction (%) 4 and 5	Gap
Photocopier	82.3	59.9	-22.4
Computer with word processing software for patron use	39.7	38.7	-1.0
Audio-visual equipment	21.0	27.4	6.4
Typewriter	11.8	31.3	19.5

Table 7. Equipment

Summary

The twelve items receiving the highest ratings of importance in all categories are listed in Table 8. These show percentage of respondents who rated items by either 4 or 5, in descending order. The first three items of importance are library staff qualities, with respondents expressing high satisfaction. Next, journals are very important (97.6%), but only 73.5% were satisfied with the collection. Low satisfaction levels were indicated in ease of locating materials (76.4%), hours of operation (75.6%) and books (54.1%). Large negative values are observed in books (-33.7%), journals

(-24.1%), ease of locating materials (-18.1%), and hours of operation (-16.6%). The negative value for "books" represents the largest negative gap in all categories. The findings that book collection, journal collection and hours of operation should be improved are no surprise to us and the same phenomenon has been reported in another study. (3)

Item	Importance (%) 4 and 5	Satisfaction (%) 4 and 5	Gap
Knowledgeable staff	99.4	98.1	-1.3
Helpful staff	98.8	97.5	-1.3
Accurate staff	98.7	96.2	-2.5
Journals	97.6	73.5	-24.1
Accessible staff	97.6	97.5	-0.1
Courteous staff	95.7	95.6	-0.1
Ease of locating materials	94.5	76.4	-18.1
Hours of operation	92.2	75.6	-16.6
Answering reference questions	90.1	91.6	1.5
Books	87.8	54.1	-33.7
Interlibrary loan	83.7	77.9	-5.8
Access to Literature databases	83.4	74.8	-8.6

Table 8. Items in Descending Order of Percentage of Scales 4 and 5

Conclusion

The results of this survey provide baseline data to identify what services customers value, their level of satisfaction with services, and discrepancies between the two. While customers are satisfied that their information needs are being met, it is clear that some aspects of library service can be improved.

An encouraging and validating finding was that library staff and their personal qualities received high ratings across the board. Four areas for improvement are the book collection, journal collection, ease of locating materials and hours of operation.

The survey findings will allow us to prioritize service needs and to focus scarce resources on those library services most valued by our customers. Survey results will also provide new opportunities for financial support within our institution as well as encouragement from senior management and our library committee. Institutional support for the library will strengthen our strategic planning activities and allow us to assume a more visible role in information management within our institution. ■

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Author Information

- *Kyungja Shin is the manager of the Library, Information Resources Department, at the Ottawa Civic Hospital. She is the incoming President of the Ottawa Valley Hospital Libraries Association and her professional interests include clinical librarian services and end-user training, and she is involved in her organization's development of Intranet.*

Should We Shorten Reference Service Hours? : Analyses of Survey Responses from Medical School Libraries in Canada and the U.S.A.

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Introduction

As library administrators seek new strategies to deal with budget cuts, it may be necessary to consider shorter reference service hours, which is one way to optimize staff time. Some directors may worry, however, that a move to shorter hours reduces both number of clients served and number of questions received, resulting in clients not being adequately served. Others may argue that clients will find time to visit the library whenever service is available.

This brief paper examines the effects of shorter reference hours on the number of questions received in academic medical school libraries in the United States and Canada. The hypothesis is that the number of questions received at reference desks is related to the number of hours those desks are staffed. A search of the library literature¹ yielded no specific articles on the relationship between these two factors.

Methodology, Observations and Results

In November 1993, a questionnaire was sent to academic medical school libraries in the United States and Canada using labels from the Association of Academic Health Science Library Directors, which were matched against *Medical School Admission Requirements 1993-94*. (1) Additional labels were added as necessary. Out of 147 sent, 103 were returned for a 70% response rate.

This is the third article analyzing the survey data. The questionnaire itself, an analysis of reference services, and a study of the effects of hospital proximity and numbers of students on reference service were published in the first two articles.(2,3) Data gathered for 1992/93 of total weekly hours that a reference desk was staffed and total number of questions received were input into *Dbase IV* and analyzed using *SAS* statistical software from the SAS Institute.

Total reference desk hours varied from 20 to 99 hours per week, while total person hours on the reference desk ranged from 50 to

192. The standard deviation² for both factors is high: most academic medical school libraries' desk hours fall within 55.83 hours, plus or minus 32.42. [see Table 1]

	Minimum	Mean	Standard Deviation
Desk hours	20.0	99.0	16.21
Person Hours	50.0	192.0	30.71
Total questions	587.0	118.334	-

Table 1. Reference Desk Hours, Person Hours, Total Questions

	Probability Value	Correlation
Reference questions	0.0062	0.307
Directional questions	0.0110	0.302
Other questions	1.0000	0.000
Total questions	0.0277	0.236

Table 2. Relationship Between Reference Desk Hours and the Types of Questions Received

The analysis includes only respondents whose surveys were returned with data for both factors. A Spearman Correlation Analysis (which analyzes the relationship between quantifiable factors) of the figures indicates a weak relationship between reference desk hours and types of questions received (probability value of 0.0277 and correlation of 0.236). [see Table 2] See also the Scatter Plot diagram below [Figure 1], which relates desk hours to reference questions. Most questions cluster in the 40-60 hours range, with some increase in the 80-100 range.

Conclusions

Shorter reference desk hours is a possible budget solution for library administrators. The weak relationship between the two factors argues for a minimal loss of service compared to staff savings. Most reference questions received cluster in the 40-60

1. Sources searched: *ISA: Information Science Abstracts 1966-1996*; *Information Science Subset 1966-1996*; *Library and Information Science Abstracts and Current Research in Library and Information Science 1969-1996*; *Library Literature 1921-1996*; *Library Literature Database 1984-1996* and *Library Science Abstracts 1950-1968*.

2. A statistical calculation which tells us how variable the data is, by showing the deviation from the mean of a frequency distribution, and tells us that one would expect 95% of the observations to fall within the mean plus or minus two times the standard deviation.

hours range and bear out the truism of the 80-20 formula: 80% of the service is required 20% of the time. Health science librarians interested in testing this hypothesis should try observing reference desk activity with a view to identifying the most effective deployment of personnel.

With this evidence, library directors can more easily obtain senior administration's support for a proposal to reduce reference hours. Thoughtful communication with appropriate faculty and students is essential when reducing hours in order to avoid any anticipated public relations pitfalls.

Many factors affect the number and timing of questions received: 1) academic medical school libraries deal with a wide range of clientele; 2) collection size; 3) public access; 4) status as

a community resource and 5) hospital affiliations. These five factors enter into each academic medical library's ability to make decisions appropriately. An additional and often overlooked variable is user-convenience, particularly in medical libraries where the vagaries of hospital schedules and clinical demands may interfere with the research needs of the clientele.

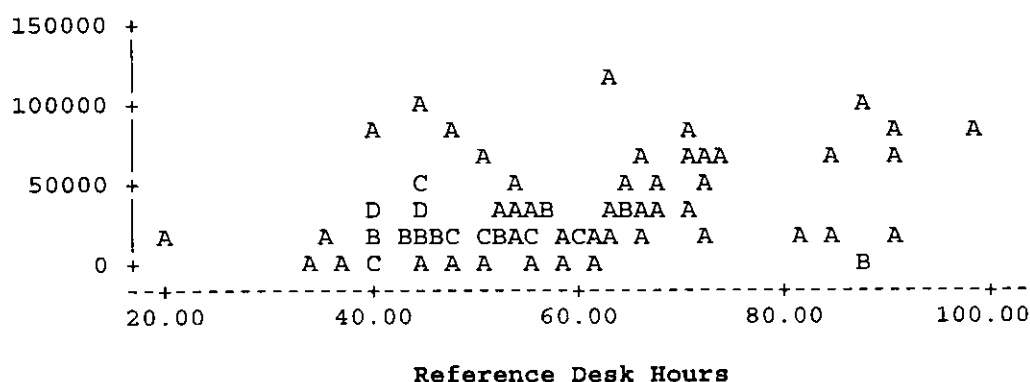
The above data suggests that even a small research question can help in understanding and minimizing problems resulting from budget cuts. Further research on reference desk hours and effective library service should be explored, with a larger role assigned to the variables mentioned above and especially client satisfaction as well as different levels of staff providing the service. ■

Figure 1

Scatter Plot: Total Questions in Relation to Reference Hours

Legend: A = 1 observation, B = 2 observations, etc.

Total Questions



References

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Author Information

Gwynneth Heaton was Head of the Science and Medicine Library at the University of Toronto (1970-1995) and Director of Library Outreach (1995-1997) at the same institution. She took early retirement in June of 1997.

The Centre for Indigenous Peoples' Nutrition and the Environment (CINE)* : Mission and Activities

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Introduction

The Centre for Indigenous Peoples' Nutrition and the Environment (CINE) at McGill University was created in response to a need for participatory research and education expressed by aboriginal peoples to address concerns about the integrity of traditional aboriginal food systems.

The deterioration of the environment has an adverse impact on the health and lifestyles of Indigenous Peoples, particularly health and nutrition as derived from indigenous food traditions. CINE assists indigenous groups in dealing with their concerns about the traditional food supply, overall nutrition of those groups, and the impact of the changing environment on both.

Lobbying by aboriginal leaders in Canada resulted in infrastructure funding for CINE through the Arctic Development Strategy of the Department of Indian and Northern Development. Funding began in March 1992, and physical space for CINE on the Macdonald Campus of McGill University was provided in the fall of 1993. To carry out the Centre's mission for research and education, partnership agreements were signed by McGill, the Governing Board of CINE, and with Arctic/Aurora College in the Northwest Territories and Yukon College. The composition of the CINE governing board is shown in Figure 1.

FIGURE 1. CINE Governing Board

Representatives from the following organizations comprise the CINE Governing Board:

- Assembly of First Nations
- Council of Yukon First Nations
- Dene Nation
- Inuit Circumpolar Conference
- Inuit Tapirisat of Canada
- Métis Nation of the Northwest Territories
- Mohawk Council of Kahnawake

The Chair of CINE'S Governing Board is Norma Kassi for 1996-8.

The Vision of CINE

CINE was established as a permanent multidisciplinary research and education resource with an international outlook. It was designed to operate at arm's length from government, and to work closely with communities of Indigenous Peoples on topics related to their traditional food systems. The initial funding through the Arctic Environmental Strategy defined a priority to work with the indigenous in Canada and the circumpolar North. Additional funding will extend CINE activities to other parts of the world with the recognition that similar problems exist elsewhere.

CINE maintains a close relationship with the School of Dietetics and Human Nutrition where core faculty and staff have academic appointments in the School. CINE occupies approximately 6,000 square feet of space, with state-of-the-art computer and laboratory facilities. Centre staff include four professors, seven full-time research assistants, two administrative/secretarial support staff, and four part-time assistants. CINE staff guide 22 graduate students, most of whom are registered in the School of Dietetics and Human Nutrition. An expected funding cut in 1997-98 will result in a reduction in non-academic staff employed by CINE.

CINE Logo Links to Traditional Symbols

The CINE logo (Figure 2) was designed by Kim Delormier of Kahnawake, located south of Montreal. The general form for the logo is a circle with four directions symbolizing unity:

- unity among nations,
- unity within the community and
- unity with the mission of CINE.

The symbol for North (the letter N) recognizes that CINE has as its primary purpose the Northern native peoples.

The traditional food systems species are represented by figures, with animal foods from land, sea and sky. Plant foods are depicted by corn and berries, indicating both agricultural and wild indigenous foods. These foods together form a nutritious diet. These characteristics are generally representative of traditional food systems in the North, as well as in other parts of the world.

The environment is symbolized in land, sea and sky. Logo colours are turquoise and brown, in keeping with the colours of nature.

The guardian bird with outstretched wings exemplifies strength, warning of danger, and protection of traditional foods within the natural environment. The black and white version of the logo is illustrated below.

FIGURE 2. CINE LOGO



cadmium and mercury. These contaminants build up in the fatty tissue and livers of animals. Cadmium accumulates in kidney and liver; cadmium may also be present in higher than natural levels if zinc, copper or lead mining is - or has been - done locally.

CINE's study of the Yukon headwater lakes found unusually high levels of pesticides in Lake Laberge fish. [see Table 1] Because whitefish are lower in the food chain and eat lake shrimp, snails and clams, their levels of toxaphene are lower than in lake trout and burbot, which feed on other fish. Consequently, restrictions for lake trout and burbot were advised, as an average serving could contain more toxaphene than is considered safe. The concentration in animal organs is especially serious for those who consume foods prepared by traditional native methods, since organ meats are the equivalent of fruits and vegetables as sources of vitamins.

TABLE 1. Toxaphen in Lake Laberge Fish
(nonograms/gram of fat)

Burbot Liver	11,400
Lake Trout	8,860
Whitefish	119

How CINE Responds to Concerns

As part of CINE's mission to undertake community-based research and education within northern native communities, every effort is made to respond directly to concerns expressed by individual communities. CINE has developed a three-step plan of action for responding to questions from community leaders about nutrition and the environment:

Step 1: Clearinghouse

First, CINE staff searches for information already available in-house in various CINE databases. Within approximately one month, the community will know if CINE has an answer for them. If not, staff proceed to Step 2.

Step 2: Short Study

The second step is to conduct a short study. Within two months, the community will be told if CINE can send staff and/or receive and collect samples for analysis. If the resources for a short study are unavailable, Step 3, a full research proposal, is considered.

Step 3: Full Research Proposal

CINE staff works with interested community members to develop a full-scale proposal which would normally follow through on a short study or a more far-reaching question.

Typical Contaminants of Concern in the Northern Biosphere

Two types of contaminants are of concern for the Yukon and the Northern biosphere: 1) organochlorides such as the pesticides DDT and toxaphene, and 2) PCBs and heavy metals such as

CINE's Newsletter and Pamphlets

In addition to responding directly to communities with specific concerns, CINE staff provide answers to more general questions in the CINE newsletter, produced twice a year. Other sources of information such as how contaminants get into native foods and the environment are explained in simple, easy-to-understand language. (The *CINE Newsletter* is \$25 for six issues. Please contact the Centre directly with enquiries: Tel: (514) 398-7544 or Fax: (514) 398-1020).

CINE has also produced pamphlets describing its activities for aboriginal communities, health care professionals and students. Two videos are available: 1) a video describing CINE's work and 2) an educational video intended for native communities called *Traditional Foods : Are They Safe?* In addition to research activities, CINE emphasizes educational initiatives at the local level on topics related to nutrition and the environment, and how these have a direct impact on food use by aboriginal communities.

CINE's REFMAN

CINE's response to a query from a native community starts with a search of in-house resources. Three major databases have been created and maintained to serve this purpose:

- a bibliographical database called *REFMAN*,
- a nutrient values database for native foods, and
- a database of contaminants found in traditional foods.

CINE's *REFMAN* database (using database management software *Reference Manager*) is a bibliographical database of nearly 5,800 references relating to the food and nutrition of Indigenous Peoples. Each record in the database includes a complete bibliographical reference, keywords and record of the item at CINE. This database is exhaustive in its coverage of the Canadian Arctic, but also contains references relating to Indigenous Peoples elsewhere

in North and South America, and other parts of the world if deemed relevant. A sample record from CINE's REFMAN database is shown in Figure 3.

FIGURE 3. CINE'S REFMAN (BIBLIOGRAPHIC DATABASE)

SAMPLE RECORD:

REF. ID#: H00068
 AUTHORS: Krause, V.M.; Tucker, K.L.; Kuhnlein, H.V.; Lopez-Palacios, C.Y.; Ruz, M.; Solomons, N.W.
 TITLE: Rural-Urban Variation in Lined Maize Use and Tortilla Consumption by Women in Guatemala
 SOURCE: Ecology of Food and Nutrition 28:279-288 (1992)
 REPRINT: In File
 KEYWORDS: Maize; Guatemala; Women; Minerals; Grains
 RECORD FIELDS: author, keyword, journal, year, editor, titles only, notes and title, pend. reprint, document type, reference number, x-fer file
 NO. OF REFERENCES IN THE FILE: 5,769

Traditional Food Contaminant (TFC) Database

To aid in conducting dietary exposure assessments in northern communities, a database with information on contaminant levels in traditional foods was developed. The data in the *Traditional Food Contaminant (TFC) Database* is derived from published literature, government reports and from CINE's own laboratory.

An extensive search for published literature from 1986 to 1996 was conducted in: MEDLINE, AGRICOLA, CURRENT CONTENTS, APPLIED SCIENCE AND TECHNOLOGY INDEX, AQUATIC SCIENCES AND FISHERIES ABSTRACTS, CRISICAR, BIOSIS, CAB, and the ARCTIC FOODS CONTAMINANTS DATABASE. The latter database, funded by the federal government, covers the years 1985-1994 but has been discontinued.

Over 20,000 data items are included. The range of levels of 13 contaminants in major traditional food groups collected from four geographical regions - the Yukon, Mackenzie, Keewatin, Baffin and Northern Quebec - were calculated. CINE staff have collected and input dietary information into TFC from over twenty northern communities. This is, however, a costly exercise.

CINE's studies concluded that reliable assessments for a specific community are only possible when valid information on food consumption and contaminant levels in the locally-consumed food are available. TFC will be used to conduct a rough estimation of dietary exposure levels to identify potential risks before committing CINE to more elaborate and costly studies. A sample record from the *Traditional Food Contaminant Database* is shown in Figure 4.

FIGURE 4. CINE'S TRADITIONAL FOOD CONTAMINANT DATABASE (TFC)

SAMPLE RECORD:

Contaminant:	Cadmium
Species:	Caribou
Tissue Part:	Kidney
Location of Collection:	Old Crow
Age of Animal:	0.5
Number of Samples:	12
Mean:	2.9
Minimum Concentration:	
Maximum Concentration:	
Preparation Method:	Raw
Date (year) of Sample Collection:	1985-1990
Season of Sample Collection:	Spring/Fall
Quality Index:	8
Reference Number:	17

Nutrient Database

The *Nutrient Database* is an invaluable resource for CINE's work. Some nutrient values for native foods are available in the United States Department of Agriculture's *Handbook Number 8: Composition of Foods* - the sections for *Lamb, Veal and Game Products*, and the *Finfish and Shellfish Products*, for example. However, limited nutrient values are available for many game animals and, in general, the nutrients are for lean tissue only. CINE staff has found that in some cases the only available values are from poorly described samples.

CINE staff conducted extensive literature searches of the databases mentioned above for the *Traditional Food Contaminant Database*. A total of 46 food composition documents were retrieved. The values described in these documents were input into the *Nutrient Database* - as will results of ongoing research efforts. A final database will be published as the most comprehensive database for the western Arctic. Dissemination of the information contained in the databases described here may eventually be made available on CD-Rom and/or the World Wide Web (WWW). A sample record from the *Nutrient Database* is shown in Figure 5.

Summary

To date, the Governing Board of CINE has approved thirteen research and four educational projects. With its excellent research facilities and strong links to indigenous communities, CINE's mission is unique in Canada, and in the world. Governing Board Member Norma Kassi has stated:

"For our Yukon First Nations, working with CINE has been the first time we have been satisfied with the answers we get to our questions about our traditional food and diet. Our community people have been trained by CINE staff in research techniques and education matters related to our food and health. When we send samples, we are now assured the results will come directly back to us with an honest interpretation. Because of this work with CINE, we have come to trust them, and we are convinced we want CINE to continue into the future."

FIGURE 5. NUTRIENT DATABASE

Species	Part
Duck, surf scooter (called Black Duck)	Flesh
Food Preparation	Reference No. on List
Cooked	17
Kcal (1000 calories)	Number of Duplicate Examples
180	2
Water	Protein
63 grams	30 grams
Carbohydrates	Fat
0 grams	6 grams
Ash	Vitamin A
1 gram	Trace
Iron	Zinc
8.0 milligrams	2.5 milligrams
Calcium	Phosphorus
6.1 milligrams	270 milligrams
Potassium	Sodium
300 milligrams	72 milligrams
Magnesium	Manganese
29 milligrams	0.07 milligrams
Copper	Selenium
0.70 milligrams	No value
Omega-3 Fatty Acid	Omega-6 Fatty Acid
0.3 grams	0.5 grams
Saturated Fatty Acids	Polyunsaturated Fatty Acids
1.7 grams	0.8 grams
Monounsaturated Fatty Acids	
2.2 Grams	

Acknowledgments

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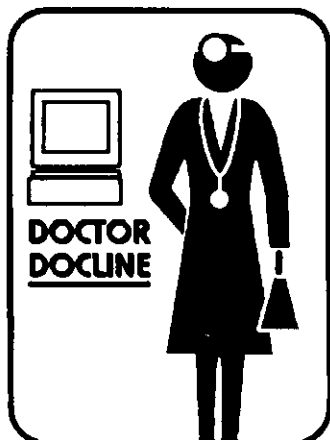
Editor's note: This article is a revised version of a contributed paper from the 20th Annual Conference of the CHLA/ABSC Conference held in Toronto, Ontario June 17th, 1996. Please direct questions to the author whose address is at the top of this article.

Author Information

Bruce Grainger has published and lectured on a variety of topics from oral history to library developments in the third world, and has served as consultant to CIDA-sponsored projects in Egypt and Jordan. He recently served as a member of the Resource Sharing Committee of the Canadian Library Association (CLA) and in that capacity co-authored the 1995 revision of the CLA-ASTED Interlibrary Loan Code.

Ask Doctor DOCLINE

Bev Brown



Questions to *Doctor DOCLINE* are fielded by the CISTI DOCLINE Coordinator to answer queries that no manual or help screens seem to address. Direct your questions to:

Beverly Brown
DOCLINE Coordinator
Tel: 1-800-668-1222
E-mail: cisti.docline@nrc.ca

Q. How can I see my Library holdings in SERHOLD?

A. SERHOLD is NLM's database of machine-readable holdings statements for serial titles held by U.S. and Canadian libraries participating in DOCLINE. SERHOLD records are not in MARC format and cannot be searched with a Z39.50 interface.

The only way to see your records online is to logon to the Online SERHOLD Updating System, a free search interface to SERHOLD. Access requires a Telnet 3270 connection and a user ID and password assigned by the DOCLINE Coordinator. Once logged in, you can add, update, delete or view SERHOLD records on a title by title basis. Any changes you make to SERHOLD are copied to DOCLINE once a week. The interface also provides the capability of viewing the full bibliographic record and to determine how many records a library has reported to SERHOLD. That you cannot do with the SERHOLD Updating System is display all holdings for one library.

In order to provide libraries with holdings lists from SERHOLD, NLM works in partnership with the Pacific Northwest Regional Medical Library (PNR) at the University of Washington to provide customized SERHOLD products. DOCLINE Coordinators can request that NLM prepare computer tapes for an entire region once every calendar year from which PNR will create various lists and union products.

CISTI is evaluating the costs and feasibility of producing lists either in-house or through the services of PNR. Costs will be shared among all Canadian DOCLINE libraries. As Coordinator, I plan to request a tape for Canada in early 1998 and to make individual lists available to libraries soon thereafter, either in electronic format, or paper, or both. Information will be posted to CANMEDLIB and BMC as plans become more concrete. ■

Cyberpulse

Rita Vine



Rita Vine is Marketing and Instruction Coordinator at the Gerstein Science Information Centre, University of Toronto. Copies of Cyberpulse columns are available at the Web-site:

<http://www.imr.on.ca/cyberpulse/cyberpulse.htm>

Comments and suggestions for future columns are welcome and should be directed to:

E-mail: rita.vine@utoronto.ca

Finding What's New on the 'Net

It's the question that comes up repeatedly: "How do I stay on top of everything that's happening on the INTERNET and still get my job done?"

On the INTERNET, everything seems to be in fast forward, and seems to be changing so fast. The need for adaptation is critical to success and integrating INTERNET resources into daily work.

Many of the resources listed below permit online "subscription", in which an auto-subscribe command on the web site will automatically add your e-mail address to a mailing list, and a regular bulletin or update will be sent out. It's a great way to save yourself the hassle of constantly revisiting web sites to see if there's anything new, the bulletin will act as a reminder notice.

Finding New INTERNET Resources—All Topics

Nethappenings

<http://www.gi.net:80/NET/>

A service of InterNIC Information and Education Services, the Net Scout project, and the list moderator, Gleason Sackman. The purpose of the list is to distribute to the INTERNET community announcements of interest to network staffers and end users. Very busy, high noise to signal ratio, but a few gems.

In Site

<http://www.mcs.com/~jcr/INSITE.html>

Announcements of new INTERNET sites. Librarian Gary Price's current awareness service for librarians and other information professionals.

Michigan Electronic Library News

<http://mlink.umich.edu/mel-news.html>

The Michigan Electronic Library is a carefully selected and evaluated set of net resources in all topics, sponsored by the MLink Program at the University of Michigan. MEL-News provides announcements of new resources added to the library.

INTERNET Resources Newsletter

<http://www.hw.ac.uk/libWWW/irn/irn.html>

For academics, students, engineers, scientists & social scientists. Published by Heriot-Watt University. Monthly. Brief annotations for each Web site listed.

Scout Report

<http://www.scout.cs.wisc.edu/scout/report/>

A weekly publication of the InterNIC Net Scout project at the University of Wisconsin at Madison. It is provided as a fast, convenient way to stay informed of valuable resources on the INTERNET. Its purpose is to combine in one place new and newly discovered INTERNET resources and network tools, especially those of interest to researchers and educators.

The service is designed for Internauts who want their INTERNET announcements selectively filtered and summarized once each week. It can also be accessed through e-mail subscription.

Finding New Medical Sites on the INTERNET

Biosites Latest 25 Resources

<http://www.library.ucsf.edu/biosites/bin/last25.pl>

From Biosites, a selected, evaluated list of resources from the National Network of Libraries of Medicine. These are the latest 25 resources added to the database.

Hardin MD YAWN

<http://www.arcade.uiowa.edu/hardin-www/mednew.html>

The Hardin Meta Directory provides links to other large meta-lists of medical and health related links. This section links to "What's New" sections in Yahoo Health-Related links, Medweb, Medical Matrix and others. A good one-stop source.

Medical Matrix What's New

<http://www.uoeh-u.ac.jp/MML/MMS-e.html>

Archives of "What's New" postings to the MMATRIX-L mailing list, searchable by date. It's easier to subscribe to this service by e-mail from the original Medical Matrix site (<http://www.medmatrix.org/>).

Medweb What's New

<http://www.gen.emory.edu/MEDWEB/whatsnew.html>

What's new in the last day, seven days and the last month.

News for Information Professionals and Librarians

Current Cites

<http://sunsite.berkeley.edu/CurrentCites/>

An annotated monthly bibliography of selected articles, books, and electronic documents on information technology, sponsored by Berkeley University Library. E-mail subscriptions available.

Ariadne

<http://www.ariadne.ac.uk/>

Aimed mainly at UK higher education librarians, describes and evaluates INTERNET resources: keeps abreast of new INTERNET developments of interest to the library community.

Cyberpulse

<http://www.imr.on.ca/cyberpulse/cyberpulse.htm>

A quarterly column of INTERNET tips of interest to health information professionals by Rita Vine, from *Bibliotheca Medica Canadiana*.

Computers in Libraries

<http://www.infotoday.com/cilmag/ciltop.htm>

Online 'zine' version of the print journal. Selected articles are reprinted.

Online Magazine

<http://www.onlineinc.com>

Zine version of the print publication. Excellent articles on the INTERNET from the point of view of online searchers. Look for "On the Nets" column in each issue. Essential reading.

News About the INTERNET

NewsLinx

<http://www.newslinx.com/>

Headlines of major net-related developments link straight to the news story source. A strong business edge, but something for everyone interested in net development.

NEWS.COM

<http://www.news.com/>

General computer and INTERNET news, with a business focus. From the C|Net corporation.

InformationWeek

<http://techweb.cmp.com/iw/628/>

Ignore the big-business slant—go straight to the IW Labs section which reviews new INTERNET software products.

NetGuide Magazine

<http://techweb.cmp.com/ng/home/>

More for the home surfer than the professional, but helpful for novice users. Good reviews, nicely laid out.

Iworld

<http://www.iworld.com/>

From INTERNET World. A good choice for non-technical treatment of INTERNET news, products and services.

Computer Mediated Communication Magazine

<http://www.december.com/cmc/mag/current/toc.html>

By John December. Monthly. More philosophical than most other online journals.

ZDNet

<http://www5.zdnet.com/>

General computing and INTERNET news from Ziff-Davis. Excellent product reviews.

Other Important Resources for Librarians

InterNIC Information and Education

<http://rs.internic.net/nic-support/>

Home of Net-Happenings and the wonderful if a little outdated 15 Minute Series of modular training materials for INTERNET trainers. Internic is the co-sponsor of the Scout Report. Authoritative.

Scout Toolkit Homepage

<http://wwwscout.cs.wisc.edu/scout/toolkit/index.html>

Designed to provide more summaries, analysis, and insight about current and future network tools. A new section, Latest Tools and Technologies, addresses users needs for concise information about new tools and technologies. The section includes overviews of each technology, describing the leading products in each area and why they are the leaders. Future INTERNET Directions provides a look at what new INTERNET technologies will be coming down the road in the next six months.

Nettrain FAQ

<http://www.fau.edu/rinaldi/nettrain/nettrain.html>

Links to archives and subscription instructions.

Netscout Sidekicks

<http://wwwscout.cs.wisc.edu/scout/toolkit/sidekicks/index.html>

A series of quick-reference summaries of how to use INTERNET search engines and other network tools. Sidekicks can be used online or printed and posted near your monitor for easy viewing. All Sidekicks are available at the INTERNET Scout Web site in PDF format for easy download and printing. Requires Adobe Acrobat Reader software. ■

On the Editor's Desk

Currents in Library Research

Dean Giustini

This is an editor's look, with commentary, at selected articles published recently in:

1. *The Bulletin of the Medical Library Association (BMLA)*,
2. *Health Libraries Review (HLR)*,
3. *The Newsletter of the European Association for Health Information and Libraries*.

Bulletin of the Medical Library Association (BMLA)

• v85 n1 January 1997

Includes the 1995 MLA Conference proceedings.

Pifalo, Victoria, et al. *The impact of consumer health information provided by libraries : the Delaware experience*. pp16-22.

Schoch, Natalie et al. *Communication on a listserv for health information professionals : uses and users of MEDLIB-L*. pp23-32.

Ugolini, Donatella et al. *Assessing research productivity in an oncology research institute : the role of the documentation center*. pp33-38.

Hensley, Kelly et al. *Providing library services to a remote non-traditional program for health career students : the Kellogg experience*. pp48-50.

Heaton, Gwynneth T. *The effect of hospital proximity and numbers of students on reference service in medical school libraries*. pp55-56.

• v85 n2 April 1997

Contains the 1997 *Brandon and Hill List of Books and Journals for Small Medical Libraries*.

Dorsch, Josephine L. *BIOETHICSLINE use by medical students : curriculum-integrated instruction and collection development implications*. pp147-52.

Tarby, Wendy et al. *Hospital-based patient information services : a model for collaboration*. pp158-65.

Crabtree, Ann Beth et al. *Assessing and addressing the library needs of the health care personnel in a large regional hospital*. pp167-74.

Shedlock, James et al. *A library for the twenty-first century : the Galter Health Sciences Library's renovation and expansion project*. pp176-84.

Smith, Aida Marissa. *Internet skills : an analysis of position advertisements, 1991-1995*. pp196-97.

Health Libraries Review (HLR)

• v13 n4 December 1996

Worth perusing for a reasoned view of quality, of service, of information and its presentation to clients. A very well-produced journal, indexed in LISA and CINAHL.

Haines, Margaret. *Libraries and the R&D strategy : a way forward*. pp193-202.

Childs, S.M. *Developing multidisciplinary library services : a case study*. pp203-212.

• v14 n1 March 1997

Focused on new health libraries issues in the UK to the year 2000, many CHLA/ABSC members will recognize these issues as their own. Especially interesting are the editorial, which discusses the evolution of *HLR* from a newsletter to "professional journal", and the British perspective on the MLA and Scottish Health Library conferences. By the way, *HLR* has a "rotating" editorial chair.

Forrest, M.E.S. *Communicating with dead people : deaf awareness for librarians*. pp23-32.

Harrison, J. *Designing a search strategy to identify and retrieve articles on evidence-based health care using MEDLINE*. pp33-42. (Some Canadian references in the bibliography.)

• v14 n2 June 1997

Focused on nursing issues. Especially interesting is the *International News Column*, which looks at Australia, Germany, Hong Kong and the United States—Canada is not included in this issue, or the others I have looked at during my time as *BMC* Editor! Perhaps we should ask Joanne Marshall to remedy this as she sits as an editorial consultant.

Farmer, Jane. *Information for trained nurses in remote areas : do electronically networked resources provide an answer?* pp97-104.

Hernando, Sally. *Promoting library services to qualified nurses : a market led approach*. pp105-19.

Newsletter to European Health Librarians

An international bilingual publication, with no peer review and truly a newsletter. Occasionally, more substantial articles are included, and the letters to the editor section is rather lively. A well-produced publication of the European Health Library Association—the editorial board has members from such places as Italy, Croatia, France, Spain and Germany. Some of the ads are quite something!

• April 1997 n39

This issue has a discussion of GOPHER, though the *INTERNET Page* column lists recent WWW sites similar to those in Rita Vine's *Cyberpulse*.

Pistotti, Vanna. *Electronic publishing : who loses, who gains, who pays?* pp18-20.

More like a speech from a conference than an academic paper. It is formally given, however, and perhaps was translated from the original Italian, due to syntax and language used. Pistotti's thesis is that access to information—and freedom of information—is more

important to us in the electronic era than the costs associated with providing access. She debates who will bear the costs of access and concludes that it will probably be a combination of the end-users, publishing houses and librarians. No references.

• July 1997 n40

Heralds the journal's Web site launch at: <http://www.ub.ntnu.no/eahil/eahil.htm>. An interesting discussion includes the Finnish MeSH thesaurus and the state of medical libraries in Hungary.

Karacsony, Gyongyi. *An overview of the activities and cooperation of medical libraries in Hungary*. pp16-17. ■

CHLA '98 ANNUAL CONFERENCE / CONGRÈS ANNUEL 1998 DE L'ABSC

THEME: Capitalizing on Information / THÈME : L'information, c'est capital

CALL FOR PAPERS / DEMANDE DE COMMUNICATIONS

The Planning Committee invites submissions for contributed papers, poster sessions or Web-based demonstrations for the 22nd Annual Conference, to be held in Ottawa, Ontario from June 6 to 10, 1998. Le Comité organisateur vous invite à nous soumettre vos présentations de communications, de séances par affiches et de démonstrations sur l'internet pour le 22e Congrès annuel, qui aura lieu à Ottawa, Ontario, du 6 au 10 juin 1998.

For complete instructions / Pour plus de renseignements :
<http://www.uottawa.ca/library/health/chla98>

For papers, submit two copies of the abstract by fax, mail or e-mail by November 28, 1997. Address enquiries or submissions c/o: / **Pour vos communications**, veuillez nous faire parvenir par télécopieur, poste ou courrier électronique, deux copies de leur résumé d'ici le 28 novembre 1997. Pour toute question ou pour soumettre vos communications, veuillez communiquer avec :

Judy Levine
Contributed Papers, CHLA/ABSC Conference
Library, Ottawa General Hospital
501 Smyth Road
Ottawa, ON K1K 4C9
Internet : jlevine@ogh.on.ca
Fax/Télécopieur : (613) 737-8529

For poster sessions, please send an abstract which briefly describes the topic of the session. Address enquiries or submissions by November 28, 1997 c/o: / **Pour les séances par affiches**, veuillez nous faire parvenir un résumé qui décrit brièvement le sujet de la séance. Pour toute question ou pour soumettre votre communication, veuillez communiquer à l'adresse suivante d'ici le 28 novembre 1997 :

Jennifer Skuce
Poster Sessions, CHLA/ABSC Conference
The Library, The Canadian Red Cross Society
1800 Alta Vista Drive
Ottawa, Ontario K1G 4J5
Internet : jskuce@redcross.ca
Fax/Télécopieur : (613) 731-1411

DOCLINE in Canada Newsletter from CISTI

July 1997

Bev Brown

DOCLINE Coordinator, CISTI
Building M-55, Montreal Road
Ottawa, ON K1A 0S2

Tel: 1-800-668-1222 or (613) 993-9215

E-mail: cisti.docline@nrc.ca or beverly.brown@nrc.ca

What's New?

- New DOCLINE Libraries
- CISTI SERHOLD Tape
- CISTI Service to Add, Delete or Revise SERHOLD Records
- More on Telnet Connections
- Last edition of *Canadian Locations of Journals Indexed for MEDLINE*

New DOCLINE Libraries:

From January to March 1997 over 25,800 DOCLINE requests were generated by Canadian libraries. There are now 106 Canadian libraries participating in DOCLINE. New DOCLINE libraries:

- Addictions Foundation of Manitoba (*Winnipeg, Man.*) F17030/DDT
- Centenary Health Centre (*Toronto, Ont.*) F41003/CRY
- Deer Lodge Centre (*Winnipeg, Man.*) F30176/DRG
- Grace General Hospital (*Winnipeg, Man.*) F17028/GEC
- Manitoba Health (*Winnipeg, Man.*) F10405/MTB
- Ottawa General Hospital (*Ottawa, Ont.*) F10220/TAW
- Peel Memorial Hospital (*Toronto, Ont.*) F30094/PPE
- Red River Community College (*Winnipeg, Man.*) F30225/REC
- St. Boniface General Hospital (*Winnipeg, Man.*) F00393/BFC
- Saskatchewan Health (*Regina, Sask.*) F00472/SKA

CISTI SERHOLD Tape

The last CISTI SERHOLD tape—based on AMICUS data—was sent to NLM on May 1 and loaded on May 15. This tape contained holdings for 28 libraries. Based on a printout sent by NLM, CISTI staff are now manually converting the Level X holdings for these libraries to SERHOLD Level 3 format. This conversion is important because DOCLINE routing is imprecise when holdings are in non-standard format (Level X). With standard Level 3 format, requests will route on exact volume or year. The completion of this project by September 1997 will mean that DOCLINE will work better for everyone.

CISTI Service to Add, Delete or Revise SERHOLD Records

A factsheet on CISTI's new online SERHOLD updating service is now available. Working from either a paper or electronic version of your holdings, CISTI will enter new holdings or revise your library's existing holdings in SERHOLD. Turnaround time is usually three to four weeks.

SERHOLD codes are also available for libraries wanting to update SERHOLD directly. You will need a Telnet 3270 connection to access the online SERHOLD system. For copies of the factsheet, or for more information on SERHOLD updating, please contact the Coordinator.

More on Telnet Connections

At the recent NLM Regional Medical Library Meeting in Seattle, NLM staff announced that they had tested various telnet software with DOCLINE and highly recommended NetTerm. It is inexpensive shareware (\$20.00 Am.) and can be downloaded from the address <http://cws.internet.com>. Choose the 16 bit (for Windows 3.x) or 32 bit (Windows95 or Windows NT), click on Index of Apps and then choose NetTerm. The NLM address appears in the NetTerm Phone Directory.

More information on Telnet software that works well with DOCLINE is available at NLM's page—DOCLINE, the Internet and Telnet—at http://www.nlm.nih.gov/psd/cas/docline/doc_telnet.html.

Canadian Locations of Journals Indexed for MEDLINE

The 25th edition contains over 4,000 health-related titles held in Canadian libraries. Included are current titles and titles that have ceased within the last 5 years. To order, use the form at <http://www.nrc.ca/cisti/irm/medloc.html> or phone 1-800-668-1222. The cost is \$130.00 plus GST. This will be the last edition of *Canadian Locations*.

Watch for Canadian DOCLINE information on the Web coming this fall. ■

Bulletin DOCLINE-Canada de l'ICIST

juillet 1997

Bev Brown

Coordinatrice de DOCLINE, ICIST

Édifice M-55, Chemin Montréal

Ottawa (Ont.)

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Téléphone : 1-800-668-1222 ou (613) 993-9215

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- Dernière édition des *Dépôts canadiens des revues indexées pour MEDLINE*

Nouvelles bibliothèques DOCLINE :

Entre janvier et mars 1997, les bibliothèques canadiennes ont soumis plus de 25 800 commandes sur DOCLINE. Cent six bibliothèques canadiennes sont maintenant membres de DOCLINE. Nouvelles bibliothèques DOCLINE :

- Capital Health Authority (Edmonton, Alb.) F21050/DDT
- Centenary Health Centre (Toronto, Ont.) F41003/CRY
- Deer Lodge Centre (Winnipeg, Man.) F30176/DRG
- Grace General Hospital (Winnipeg, Man.) F17028/GEC
- Santé Manitoba (Winnipeg, Man.) F10405/MTB
- Hôpital général d'Ottawa (Ottawa, Ont.) F10220/TAW
- Peel Memorial Hospital (Toronto, Ont.) F30094/PPE
- Red River Community College (Winnipeg, Man.) F30225/REC
- Hôpital général de Saint-Boniface (Winnipeg, Man.) F00393/BFC
- Saskatchewan Health (Regina, Sask.) F00472/SKA

Bande SERHOLD de l'ICIST

La dernière bande SERHOLD de l'ICIST extraite d'AMICUS a été envoyée à la BNC le 1^{er} mai et chargée le 15 mai. Cette bande rend compte du fonds documentaire de 28 bibliothèques. En se reportant à l'imprimé envoyé par la BNC, les employés de l'ICIST travaillent actuellement à convertir manuellement les notices de niveaux X de ces bibliothèques au niveau 3 pour SERHOLD. Cette conversion est essentielle puisque le routage par DOCLINE est imprécis si les notices sont en format non normalisé (Niveau X). Grâce au niveau 3, les demandes sont acheminées en tenant compte du volume et de l'année exactes. Ce projet devrait prendre fin en septembre 1997 et se traduira par un meilleur fonctionnement de DOCLINE.

Service de l'ICIST : Ajout, suppression ou révision de notices SERHOLD

Nous avons rédigé une fiche signalétique du nouveau service de l'ICIST de mise à jour en direct sur SERHOLD. À l'aide d'un rapport sur papier ou électronique du fonds documentaire de votre bibliothèque, l'ICIST entrera toute nouvelle notice ou révisera vos notices existantes dans SERHOLD. Le délai est normalement de trois à quatre semaines.

Les bibliothèques qui désirent verser elles-mêmes leur fonds documentaire sur SERHOLD doivent obtenir un code d'accès à cette fin auprès de l'ICIST. Vous devez disposer d'une connexion Telnet 3270 pour accéder directement au système SERHOLD. Pour obtenir des exemplaires de la fiche ou pour obtenir de plus amples renseignements sur la mise à jour de SERHOLD, veuillez communiquer avec la Coordinatrice.

Quelques mots sur les connexions Telnet

Lors de la dernière réunion des bibliothèques médicales régionales de la NLM, la NLM a annoncé qu'ils ont évalués les divers logiciels Telnet pour l'exploitation de DOCLINE et qu'elle a recommandé fortement le logiciel NetTerm. Vous pouvez téléimprimer ce logiciel peu coûteux (20 \$US) à partir du site <http://cws.internet.com>. Sélectionnez la version 16 bits pour Windows 3.x ou la version 32 bits pour Windows95 or Windows NT. Ensuite, cliquez sur Index of Apps et sélectionnez NetTerm. L'adresse de la NLM est disponible dans le répertoire téléphonique (Phone Directory) de NetTerm. De plus amples informations concernant les logiciels Telnet fonctionnant avec DOCLINE sont disponibles à la page Web de la NLM intitulée—DOCLINE, the Internet and Telnet—à http://www.nlm.nih.gov/psd/cas/docline/doc_telnet.html.

Dernière édition des *Dépôts canadiens des revues indexées pour MEDLINE*

Dans cette 25^e édition sont recensés plus de 4000 titres de documents en sciences de la santé conservés dans les bibliothèques canadiennes. Elle rend compte des abonnements actifs et des titres qui ont cessé d'être reçu au cours de 5 dernières années. Pour commander cette édition, remplissez le formulaire à cette fin à <http://www.nrc.ca/cisti/irm/medlocf.html> ou composez 1-800-668-1222. Ce rapport coûte 130,00 \$ TPS et constitue la dernière parution des *Dépôts*.

En automne, toute l'information relative à DOCLINE devrait être accessible à partir de la page d'accueil de l'ICIST. ■

What's Happening in Consumer Health Information? :

Past President Susan Murray reports on the 1997 MLA Conference in Seattle

The 1997 Medical Library Association Conference in Seattle offered much for those interested in consumer health information (CHI).

The Consumer and Patient Information Section (CAPHIS) co-sponsored sessions with the Hospital Libraries and Cancer Librarians sections:

Faster, Better, Smarter: Providing Consumer Health Information in Times of Shrinking Resources

- papers discussed innovative, cost-effective methods of providing CHI: a patient education database, partnerships, closed circuit educational television, collaboration a& customer relationships, and a project assessing the needs of the urban underserved.

Diverse Cultures, Diverse Responses: Meeting the Challenge of Health Information For All

- papers discussed the European Association for Health Information and Libraries, cancer-related needs in a multicultural environment, a community-based model for CHI services, and Internet Web sites to bridge the information gap in Africa.

The most interesting news is that MLA is supporting the growing involvement of its membership in CHI. MLA has asked CAPHIS to consider the following questions:

- Should MLA play a producer or facilitator role in consumer health information (or both)?
- How can MLA and its members play a leadership role in the quality filtering of consumer health information?
- How can MLA assist its members and enhance their role in consumer health information?

CAPHIS is forming a committee to explore these issues. A draft of a consumer information white paper is due in the fall of 1997. Joanne Marshall, Chair-Elect of CAPHIS, is likely to be on the committee; I have volunteered as well. We will keep you posted. ■

Susan Murray
CHLA/ABSC Past-President
Consumer Health Information Service
Metro Toronto Reference Library



Watching the award presentations. CHLA/ABSC Conference attendees enjoy a sumptuous salmon buffet and after-dinner festivities at the Museum of Anthropology in Vancouver.

Minutes of the CHLA/ABSC Twenty-First Annual General Meeting

Vancouver, British Columbia, May 31, 1997

1.0 Call to Order at 8:15 a.m.

1.1 Introductions

S. Murray introduced K. Murray, outgoing MLA liaison to CHLA/ABSC.

1.2 Adoption of the Agenda

The agenda was adopted without amendments. Moved by E. Sutherland, seconded by S. Wotherspoon. Carried.

1.3 Adoption of the Minutes of the 20th Annual General Meeting

The minutes were adopted without amendments. Moved by L. Wyndham, seconded by J. Henderson. Carried.

2.0 Business Arising

2.1 Code of Ethics

L. Wyndham reported that the Canadian preamble to the MLA Code of Ethics was approved by the MLA Board on May 22, 1997. It was developed by D. Sprung and E. Baldwin. After presentation to the Board in February 1997, it was discussed at the 1996 Chapter Presidents lunch and on CANMEDLIB. Moved by P. Ellis, seconded by L. Starr, to accept the MLA Code of Ethics with the Canadian preamble. Carried. The Code of Ethics with Canadian preamble will be published in the CHLA/ABSC *Directory*.

3.0 Board Reports

3.1 President

S. Murray reported on a busy 21st year for the Association. Section des bibliotheques de la sante, ASTED, was approved as a chapter of CHLA/ABSC at the pre-conference Board Meeting. The President of this chapter is G. Langevin. This has been under discussion for some time, and the work of C. Brault was recognized. The Board will work with CLA around provisions of the new copyright legislation and L. Wyndham will encourage education workshops and a new *Fact Sheet* on copyright.

S. Murray acknowledged the contribution of E. Sutherland, who called attention to the GST rebate on books available for universities and other institutions. Although this rebate did not at first extend to hospital libraries, S. Murray convinced the Canada Department of Finance that hospital libraries promote literacy and often lend to the public. A hospital which is a registered charity under the *Income Tax Act* and which operates a public lending library will be eligible to receive a rebate.

S. Murray acknowledged G. Beckett for setting up the Chapter Presidents listserv at the end of October 1996, which greatly improved the ability to contact Chapters quickly to discuss urgent issues such as the copyright legislation debate. The CHLA/ABSC homepage will also provide improved opportunities for reaching

members. She expressed her satisfaction with the work of the Task Force on Resource Sharing. Moved by J. Henderson, and seconded by L. McFarlane to accept the report of the President.

3.2 Public Relations

S. Murray presented the report, as A. Laycock was unable to attend. The sale of the CHLA/ABSC *Standards for Library and Information Services in Canadian Healthcare Facilities*, should increase as the work of the Task Force on Benchmarking gets underway. Bookmarks and table tops have been produced and marketed. The *Advocacy Kit* developed by L. Wyndham is the newest vehicle for public relations. This year few submissions were received for the Student Paper Prize, and the judges (D. Giustini, S. Wotherspoon, and J. Johnson) did not feel it could be awarded. Moved by L. Wyndham, and seconded by D. Pammett, to accept the Public Relations report.

3.3 Continuing Education

S. Wotherspoon commended J. Neill, CE Chair for the excellent selection of CE courses for the annual conference. Five CE courses have been accredited this year, S. Wotherspoon and L. Starr have revised the accreditation applications and guidelines. Two DOCLINE courses have been accredited by MLA. MEDLARS courses were canceled by CISTI because J. Whitfield will not begin her new position until mid June 1997.

Due to the fact that participation in Telemedicine Health Libraries series, which has been organized jointly by CHLA/ABSC and the Ontario Hospital Library Association, has steadily decreased, CHLA/ABSC and OHLA recommended to discontinue participation at the end of the spring session. Telemedicine has requested and CHLA/ABSC and OHLA have recommended library participation in other Telemedicine programs.

The 20th Anniversary Development Award, provided by Readmore, went to S. Fynn, at Caritas in Edmonton. Despite the fact it was widely publicized, few applications were received. L. Wyndham produced a Fact Sheet entitled, *Audiovisual Tips and Tricks*, which will appear in *BMC* 18(4). S. Wotherspoon moved, and D. Fitzgerald seconded, to accept the Continuing Education report.

3.4 BMC Editor

L. Blanchard read the report of D. Giustini, who could not attend the conference. *BMC* was promoted in a number of areas this year, in the U.S. and Canada through widespread use of listservs, and at the MLA Conference. Production costs for *BMC*, which last year were almost the same as revenue from membership fees, are lower this year and advertising has been more aggressively sought. The Treasurer has separated *BMC* costs from other publication costs so they can be monitored. The *BMC* survey was an opportunity for feedback from membership and the results will be published in the fall issue of *BMC*. D. Giustini thanked L. Blanchard, Assistant Editor, for her assistance over a hectic year. With stricter editing undertaken, development of the survey, new columns and policy changes in *BMC*, it was a busy year for two editors.

L. Blanchard reported on the editors' preliminary analysis of the *BMC* survey. The return rate was 18% or 70 of 400 surveys, and consequently it was difficult to analyze data because some sets were small. Survey results will be published in *BMC* 19 (1), 1997. As a result of discussion at the 20th AGM, the survey included a question whether an electronic version of *BMC* should be pursued. Members indicated that should be studied, but that they did not want the print version discontinued. S. Wotherspoon moved, and C. Beck seconded to accept the report of the *BMC* Editors.

3.5 Treasurer

J. Henderson presented the audited financial statements for the year ending December 31, 1996 including the Statement of Income, Expenses & Capital, and the Balance Sheet. He reported that the Association continues to enjoy good financial health, and highlighted the profit of \$23,410 from the 1996 annual conference in Toronto. The profit allows the Association to support development, and the 20th Anniversary Professional Development Award is one such mark of a mature organization.

There have been significant accomplishments which will continue to improve the ability of the Association to enjoy financial health and include the reduction of *BMC* costs through the transition from Reaction to the CHLA/ABSC Secretariat. The Association was awarded charitable status retroactive to January 1, 1996. Half of all GST paid each year by the Association will be returned to the Association, amounting to over \$2,000 in 1996.

It is anticipated that due to the introduction of the possibility of Mastercard or Visa card, payments will be more prompt and readily undertaken. The Board of Directors will review this at the Fall Board Meeting, and the decision will be reexamined before next year's Annual General Meeting. The one concern expressed by the Treasurer is the slight drop in income from membership. He introduced the 1997 budget, highlighting the separate lines for *BMC* and archives.

Moved by E. Sutherland, and seconded by P. Ellis to increase the institutional membership from \$85 to \$110 per year, and the *BMC* subscriber rate from \$65 to \$75 per year, beginning 1998/99. Carried. J. Henderson responded to G. Beckett's question as to why individual membership would remain the same while institutional membership would increase by saying that regionalization had created amalgamations of institutions and their libraries. The last increase was in 1992/93.

Moved by L. Wyndham and seconded by L. McFarlane that K. Kimmerly be reappointed as Auditor for 1997. Carried.

J. Henderson presented the Auditor's report, and outlined the differences between the Financial Statement and the Auditor's Report. Moved by J. Henderson, and seconded by J. Inglis, to approve the Auditor report. Carried.

In leaving the Board after four years, J. Henderson expressed his deeply felt thanks to Board members, D. Davey of the Secretariat, and members of CHLA/ABSC.

3.6 Nominations & Elections Committee

L. Starr, Past-President, reported that J. Henderson had received the CHLA/ABSC Award of Outstanding Achievement, and C.

Morrison had received the CHLA/ABSC Canadian Hospital Librarian of the Year Award.

L. Starr reported she was encouraged by the increase in nominations this year. Originally there had been two nominations for Vice-President/President-Elect, but one candidate had to withdraw, and M. Brideau was elected by acclamation. The four nominees for the two positions of Director were C. Cornish, L. Heilbrunn, L. Howard, and D. Pammett. C. Cornish and D. Pammett were elected and will serve as Treasurer and CE Coordinator, respectively. Sixty-eight (68) of 441 ballots were returned. J. Henderson moved, seconded by C. Beck, to destroy the ballots. Carried.

4.0 Other Reports

4.1 Task Force on Resource Sharing

P. Ellis presented the Task Force report, highlighting activities from a busy year. They included consulting with the DOCLINE Coordinator, B. Brown on revisions to the DOCLINE Information package, and participating in an Interest Group lunch, Resource Sharing update and poster presentation at the 1997 conference.

P. Ellis attended the Z39.50 session presented by F. Turner, NLC, and R. Denerberg, LC, in Fredericton. z39.50 listservs and homepages addresses were distributed by the Task Force on CAN-MEDLIB. He reported that NLM has confirmed they are exploring an integrated library system which will have a z39.50 interface, but there are no plans for at least the next two years to adapt DOCLINE to z39.50. The Task Force is following up with NLC regarding a trial of VCUC by smaller health libraries.

P. Ellis, on behalf of the Task Force, took part in a teleconference session organized by CISTI, entitled *Health Science Information: Resource Sharing Action Plan*. He mentioned the concern expressed by chapters regarding delays for union lists prepared by P. Ward. P. Ellis thanked the outgoing Task Force, including L. Starr, J. Leishman, C. Beck, and G. Beckett who was a member for a while. He also thanked E. Sutherland, B. Brown, D. Pammett formerly of CISTI, J. Henderson and the National Library, CISTI, and APMC/CSML for their excellent support.

The mandate of the Task Force has been revised. Incoming members are J. Coughlan-Lambly, T. Janik, L. Kozun, and A. Smithers. L. Wyndham moved, seconded by C. Brault to accept the report of the Task Force on Resource Sharing.

4.2 Task Force on Benchmarking

J. Inglis presented the report of the CHLA/ABSC Task Force on Benchmarking, whose members also include D. Fitzgerald and J. Marshall. Having begun in fall 1996, the Task Force is in the initial stage of its work. In February 1997, revised Terms of Reference were presented to the Board. The Task Force suggested a benchmarking approach, in which performance indicators and a process to collect them, would be more practical and feasible than a national survey at this time. CCHSA Standards encourage indicator development. The name of the Task Force was changed to reflect the changed mandate. A Library Profile questionnaire and a list of indicators have been drafted. A poster session was presented at the conference and feedback was requested.

4.3 CCHSA Representative

J. Hatton reported she will continue as CCHSA representative and J. McGowan as assistant for one more year, with J. McGowan becoming the representative the following year. They will collaborate with the Task Force on Benchmarking, as performance indicators are required by the CCHSA Standards.

4.4 MLA Representative

K. Murray, MLA representative for the past three years, thanked CHLA/ABSC members and announced J. Marshall will replace her as their representative. She noted that the 1998 MLA annual conference will be in Philadelphia the last weekend of May, and the Pacific Northwest chapter meeting will be in Portland, Oregon, from October 16-18, 1997. MLA and CHLA/ABSC will hold a joint conference in Vancouver from May 5 - 11, 2000. S. Murray thanked K. Murray.

5.0 New Business

5.1 Strategic Plan

L. Starr presented the Strategic Plan, noting it is a working document and therefore needs to be revised this year. She outlined the many proposed changes from the revised June 1995 version, which included deleting action plans which had been completed or were no longer valid and adding new action plans, such as promotion of CHLA/ABSC members obtaining their AHIP accreditation. With K. Murray, she encouraged Board members to establish dates for completion of action plans. J. Leishman moved, seconded by E. Sutherland to accept the Strategic Plan as revised. Carried.

5.2 Vision Statement

E. Sutherland presented the second draft of *The Role of Health Libraries in a National Health Information Network in Canada: A Vision Statement*, which had first been drafted by ACMC/CSML in May 1997. She thanked the CHLA/ABSC Board on behalf of ACMC/CSML for voting to have the ACMC/CSML representative be a non-voting member of CHLA/ABSC. She noted this supports closer cooperation between academic health sciences libraries and CHLA/ABSC and the *Vision Statement* is one such initiative.

As background, E. Sutherland noted that the National Forum on Health had defined health information primarily as health data, and it seemed necessary to develop a vision of the leadership role that Canadian health libraries played in the promotion and provision of access to knowledge-based information by health professionals. The draft vision was discussed extensively at the pre-conference Board meeting, and proposed changes include emphasizing the expertise of trained library staff, rather than simply Libraries, in the improvement of health care delivery, education and research. Evaluation of health information sources will be included as a role, and support of evidence-based medicine will be included. ASTED section sante will be asked to contribute as well.

There was considerable discussion about the purpose of the *Vision Statement*, the impetus for developing such a statement, and the audiences for the statement. E. Sutherland requested feedback be forwarded to S. Murray by the end of June for consideration for the third draft.

6.0 Other Business

6.1 1998 Conference

P. Johnston, Chair of the 1998 Conference Planning Committee, invited members to the conference in Hull, hosted by the Ottawa Valley Health Libraries Association, from June 5-10, 1998. The theme is: *L'information : c'est CAPITALizing on information.*

7.0 Transfer of Chair

S. Murray thanked the membership for the opportunity to serve as President and the Board for their support. She acknowledged the contributions of D. Davey, Secretariat, and P. Fournier, translator for CHLA/ABSC. She acknowledged L. Wyndham, incoming President, for having taken on more responsibilities than has traditionally been the case. The chair was transferred to L. Wyndham, who thanked S. Murray for her vision, dedication and commitment.

8.0 Adjournment

Moved by L. Wyndham and seconded by J. Joyce that the meeting be adjourned. Carried. The meeting was so adjourned at 9:58 a.m. ■

Public Relations Report

Anitra Laycock

CHLA/ABSC Standards for Library and Information Services - Marketing Activity

Sales of this publication have been steady, but slow. Advertisements were placed in the *Bulletin of the Medical Library Association (BMLA)*, *BMC* and *Felicitier*. *BMLA* and *Felicitier* agreed to review the *Standards*, and a review has been published in *BMC*.

Student Paper Prize

Information regarding the CHLA/ABSC Student Paper Prize of \$300 and publication in *BMC* was put together and mailed to all library schools in North America in November of 1996.

Publicity Materials

The CHLA/ABSC bookmarks and table tops promoting library use are very popular. The first printing has almost completely sold out, and the items have been reprinted. They were made available at the Vancouver conference and are available on an ongoing basis through D. Davey at the CHLA/ABSC Secretariat.

Advocacy

Lois Wyndham, with the approval of the Board, put a great deal of work into the development of an *Advocacy Kit* for Canadian health science librarians, which is also available for purchase through the Secretariat. ■

Report of the 1996/97 CHLA/ABSC President

Susan Murray

This has been a busy year for CHLA/ABSC! From advocacy to Z39.50, we have put our energy into a variety of areas in order to be responsive to the multi-faceted needs of our membership.

In reviewing 1996/97, I feel that we have made notable achievements thanks to the combined efforts of the Board, Task Force members, other CHLA/ABSC representatives and the members. Special thanks goes to our hardworking Secretariat Dorothy Davey and translator par excellence Pierre Fournier.

Here are my top ten highlights:

1. Advocacy

Lois Wyndham unveiled the practical and modestly-priced *Advocacy Kit* at the '97 conference. Based on MLA's *Survival Kit*, the *Advocacy Kit* includes a number of useful articles and samples of pro-active letters.

2. Awards

It was an honour to acknowledge the formidable professional and personal accomplishments of two very worthy colleagues:

Carol Morrison, Director of the Ontario Cancer Institute Library, received the CHLA/ABSC Canadian Hospital Librarian of the Year Award. Jim Henderson, Director of Medical Library Service at the College of Physicians and Surgeons of BC, received the CHLA/ABSC Award of Outstanding Achievement. Jim's achievements include not only his pioneering role with DOCLINE, but his efforts to create a national health library network in Canada.

Congratulations, Carol and Jim!

3. Benchmarking

The Task Force on Benchmarking presented a poster session at the '97 conference - they have designed a draft benchmarking instrument and are developing a list of indicators for a pilot test.

4. BMC

We listened to your concerns about the cost of *BMC* at last year's Annual General Meeting. Thanks to the efforts of Office of the Secretariat and Treasurer, Jim Henderson, I am pleased to report that a change in publisher has reduced the cost, but not the quality of *BMC*, by more than \$1,000. per issue run.

5. Chapters

The chapter presidents listserv was set up in October 1996 by George Beckett at Memorial University. It has been invaluable for communicating news from Board meetings, getting input on late-breaking issues, such as copyright and the CISTI Discussion Paper, and generally keeping in touch with our far-flung chapters.

The Board was pleased to approve the creation of a new CHLA/ABSC chapter, ASTED Section sante as the francophone chapter. Many past Board members worked very hard to bring this matter to its happy resolution. Carole Brault represented the new chapter's president, Ginette Langevin, at the 1997 conference and chapter presidents lunch.

6. Code of Ethics

The MLA Board approved CHLA/ABSC's use of MLA's *Code of Ethics for Health Sciences Librarianship*. Essentially, this is the MLA Code with the addition of a Canadian preamble. The CHLA/ABSC-MLA *Code of Ethics* was approved by the membership at the 1997 AGM. Thanks to Dee Sprung and Elaine Baldwin for their research and recommendations.

7. Copyright

This issue consumed much time and energy. Sadly, the last-minute changes made to *Bill C-32* in December 1996 completely upset the balance of the bill. Moving on, CHLA/ABSC will be focussing on educating the membership about the new copyright bill. CLA and ASTED have applied to Canadian Heritage for funding to have a lawyer create a guide to the new law for librarians. CHLA/ABSC will be working with these and other associations on copyright.

8. GST Rebate

Good news! As a result of a letter to the Department of Finance arguing that many hospital libraries provide services to the public and promote health literacy, "a hospital which is a registered charity under the *Income Tax Act* and which operates a public lending library will be eligible to receive the rebate in respect of eligible printed books." This means that hospital libraries who meet these criteria may apply to receive the 100% GST rebate on books. Thanks to Betty Sutherland for alerting me to the GST rebate issue.

8.5. Professional Development

The first 20th Anniversary Professional Development Award was given to Sheila Flynn at CARTAS to take a QuickDoc course. Thanks are due to Readmore Canada for sponsoring this award. The Northern Alberta Health Libraries Chapter received a Professional Development Fund grant to participate in the satellite videoconference *The Future for Librarians: Positioning Yourself for Success*. This videoconference, sponsored by MLA, SLA, the American Association of Law Libraries and LEXIS-NEXIS, was broadcast on March 20th and featured CHLA/ABSC member Joanne Marshall and Bernie Todd Smith from Rochester General Hospital Health Sciences Library. Lea Starr and myself were fortunate to attend the videoconference at Edmonton and Toronto sites.

There are two videotape packages now available from MLA:

- The ninety minute videotape at \$49 in U.S. funds.
- The videotape and additional educational materials plus 1.5 MLA CE contact hours at \$249 in U.S. funds.

I encourage other chapters to apply to the Professional Development Fund to purchase the videotape package that suits your needs and arrange local CE workshops. For more information, contact Kathleen Gaydos, MLA CE Coordinator at Tel: 312-419-9094 ext. 29 or E-mail: mlapdl@mqa.org.

9. Resource Sharing

Ably and affably led by Patrick Ellis, Task Force on Resource Sharing members Lea Starr, Charlotte Back, Joan Leishman, Bev Brown and George Beckett, wildly exceeded their original mandate. They made successful grassroots connections through the DOCLINE Buddy program, made national connections in resource sharing, and publicized their efforts in variety of ways—in BMC, at CHLA/ABSC Conferences, with Telemedicine presentations, etc. Thanks to all!

Welcome to the Task Force on Resource Sharing II members: Toni Janik (Chair), Lynn Kozun, Anne Smithers and Judith Coughlan-Lambly. There are rumours of a Z39.50 session at the 1998 conference.

10. Vision Statement

The Role of Health Libraries in a National Health Information Network in Canada : A Vision Statement [Draft] was prepared by

the ACMC Committee on Medical School Libraries at its May 1997 meeting in Halifax. As the CHLA/ABSC President, I attended this meeting and was involved in the original draft of the vision statement. The aim of this document is advocacy—to have a brief, defining statement to publicize the role of health librarians. It is hoped that a revised version of the vision statement, with input from ACMC, CHLA/ABSC and ASTED, will be endorsed by these three organizations.

It has been a great honour to serve as your President. Although it was sometimes an overwhelming responsibility, I could always count on the support of Board members to lighten the load. There have been many rewards for doing the job—I've particularly enjoyed meeting so many colleagues across the country. It is without any hesitation that I pass the gavel into the capable hands of your new president Lois Wyndham. I've already started looking for Board member nominations—think now about getting involved in CHLA/ABSC! ■

Treasurer's Report

Jim Henderson

CHLA/ABSC continues strong financially. The 1996 Toronto conference was a tremendous success in all aspects, including financially—a profit of over \$23,000 was generated. This profit allows the Association to do more than maintain basic operations by supporting the development of health libraries through grants and awards. In the past year, as a sign of the maturity of our Association, the 20th Anniversary Professional Development Award was established, allowing financial support of individual members.

In the past year, significant progress meant that we were able to improve our financial health. Notable accomplishments were:

- **BMC Costs:** Concerns expressed by members at the 1996 Annual General Meeting were addressed in two ways. First, *BMC* production was shifted from Reaction to the CHLA/ABSC Secretariat. Significant savings were realized. Second, a survey was undertaken by the *BMC* Editor and Associate Editor which obtained information to ensure *BMC* evolution, reflecting the needs and wishes of members, while containing costs.
- **Charitable status:** Shortly after last year's Annual General Meeting, we received notification from Revenue Canada that our application for charitable status had been approved retroactive to January 1, 1996. Half of all GST paid will be returned to the Association, amounting to over \$2,000 in 1996.
- **Credit card payment:** Applications were submitted to the Canadian Imperial Bank of Commerce and to Canada Trust to enable CHLA/ABSC to accept payments via VISA and Mastercard. While 2% (VISA) and 1.95% (Mastercard) will be lost on each payment and other additional charges incurred, it is anticipated that payment will be more prompt and readily undertaken. Members have commented on the convenience of credit

card payment. Credit card payment will be reexamined before the next Annual General Meeting.

One concern is the slight drop in membership revenue. To address this concern and the consolidation of institutions through regionalization, a motion will be introduced at the Annual General Meeting to raise institutional memberships from \$85 to \$110 and annual journal subscriptions rate from \$65 to \$75. (The motion passed and will take effect for the membership year starting June 1, 1998.)

I welcome questions on the accompanying Auditor's Report for 1996. A motion will be introduced at the Annual General Meeting to reappoint Mr. Kenneth D. Kimmerly as the Association's Auditor for 1997.

The 1997 budget predicts receipts and expenditures little changed from 1996, except for the lack of major computer expenses—in 1996, a laptop was purchased for the *BMC* Editor. The reductions in the cost of producing *BMC* discussed above are included. Expenses for publishing *BMC* are separated from those for producing other publications, such as the annual *Directory*. New lines are included for 'Archives', which will be used to cover the costs of collecting, organizing, and storing Association documents at the Osler Library at McGill University, and for the 'Professional Development Award', introduced in 1996 to mark the 20th anniversary of the Association.

My report would not be complete without acknowledging the work of the CHLA/ABSC Secretariat. Particularly this year, with the shift of *BMC* production to the Secretariat, the Association has benefited, not just financially, from the dedicated and talented work of Dorothy Davey and her associates.

This report is my last as Treasurer and as a CHLA/ABSC Board member, the culmination of 4 years of Association activity. It has

been an honour and a pleasure to serve the Association. Much has been accomplished through collaboration with a changing variety of committed and resourceful Board members. I would like to close by thanking all the Board members with whom I have worked and CHLA/ABSC members who have contributed their time during my 4 years as a Board member.

Auditor's Report

To the Members of the Canadian Health Libraries Association/Association des bibliothèques de la santé du Canada:

I have audited the balance sheet of the Canadian Health Libraries Association/Association des bibliothèques de la santé du Canada as at December 31, 1996 and statement of income, expenses and capital for the year then ended. These financial statements are the responsibility of the Association's management. My responsibility is to express an opinion on these financial statements based on my audit.

I conducted my audit in accordance with generally accepted auditing standards. Those standards require that I plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In my opinion, these financial statements present fairly, in all material respects, the financial position of the Association as at December 31, 1996 and the results of its operations for the year then ended in accordance with generally accepted accounting principles. ■

Signed May 29, 1997
Kenneth D. Kimmerly
Chartered Accountant
Etobicoke, Ontario

Canadian Health Libraries Association

Statement I

Balance Sheet

December 31, 1996

	1996	1995	1994
Assets			
Cash in Bank	11,272	2,249	3,114
Accounts Receivable	2,077	1,135	659
Investments	40,000	52,000	60,000
Advances - Conferences	3,000	2,000	4,000
- BMC Editors	600	416	547
Prepaid Expenses	662	0	0
	<u>57,611</u>	<u>57,800</u>	<u>66,320</u>
Liabilities			
Accounts Payable	3,150	6,300	1,797
Capital			
Members' Equity—Statement II	<u>54,461</u>	<u>51,500</u>	<u>64,523</u>
	<u>57,611</u>	<u>57,800</u>	<u>66,320</u>

Canadian Health Libraries Association

Statement II

Statement of Income, Expenses & Capital

Year Ending December 31, 1996

	1996	1995	1994
Income			
Membership Dues	24,278	25,210	25,120
Conference Income	23,410	9,781	23,370
Publication Sales	4,212	8,250	2,170
Promotion Sales	945	930	1,610
Interest Earned	1,586	3,095	981
Donations	715	0	0
GST Rebate	<u>2,000</u>	<u>0</u>	<u>0</u>
	<u>57,146</u>	<u>47,266</u>	<u>53,301</u>
Expenses			
BMC	17,857	28,292	25,624
Other Publication & Printing 3,003			
Travel and Meetings	12,428	2,470	8,579
Task Forces	4,862	6,291	4,757
Audit Fee	800	800	800
Computer Expenses	4,011	0	0
Development Fund	3,600	2,873	0
Awards	120	300	400
Secretariat Services	3,807	4,372	4,032
Secretariat Expenses	2,762	4,711	4,656
Promotion	100	97	580
Bank Charges	72	53	1
Sundry	<u>763</u>	<u>30</u>	<u>82</u>
	<u>54,185</u>	<u>60,289</u>	<u>49,511</u>
Income over Expenses	<u>2,961</u>		<u>3,790</u>
Expenses over Income		<u>13,023</u>	
Capital			
Balance—January 1	51,500	64,523	60,733
Add: Income over Expenses		3,790	
Less: Expenses over Income	13,023		
Balance—December 31	<u>54,461</u>	<u>51,500</u>	<u>64,523</u>

CHLA/ABSC Continuing Education Report

Shelagh Wotherspoon

As CE Co-ordinator this year, I worked closely with Judy Neil who is to be commended for planning and organizing an excellent selection of CE courses which were all well attended. Together with Lea Starr—CHLA/ABSC Past President—I accredited five CHLA/ABSC courses, and in an effort to improve the process, I revised the guidelines and application for the accreditation of CE courses. Two MLA accredited DOCLINE courses were also presented. Unfortunately, CISTI had to cancel their Grateful Med and Advanced MEDLARS courses. Although Jennifer Whitfield has been appointed as CISTI's MEDLARS Co-ordinator, she will not actually move into the position until mid June.

Since the fall of 1988, OHLA and CHLA/ABSC have organized speakers and programmes for Telemedicine Canada's Health Library series. Registration has dropped steadily over the last few years. After a thorough review, Cheryl Martin (OHLA) and I recommended that we discontinue our participation in the series as of July 1997. We did, however, indicate an interest in offering our services and expertise by participating in other Telemedicine Canada series where appropriate. A call for presenters for the Internet series was posted on CANMEDLIB and names were forwarded to Telemedicine Canada. I would like to remind everyone that there is one programme remaining in the current Health Library series. Vicki Whitnell's session, *Fee for Service*, is scheduled for June 9 and I hope many of you will register for this last session. I would also like to take this opportunity to thank presenters for the programmes that were scheduled earlier this year.

Two entries were received for the Student Paper Prize. The reviewers were Dean Giustini (*BMC* Editor), Jan Johnson (former *BMC* Editor) and myself. I regret that the Prize will not be awarded this year as the papers did not fully meet the award criteria.

The 20th Anniversary Professional Development Award was created last June with money originally provided by Readmore. Information was sent to all CHLA/ABSC Chapter Presidents via electronic and print mail. In addition, the information was published in *BMC*, the CHLA/ABSC *Directory*, the *Preliminary Programme* for this year's Annual Meeting and was posted on CANMEDLIB. In spite of these efforts, interest was rather low. However, I am very pleased to report that Sheila Fynn of the Caritas Health Group in Edmonton has received the first 20th Anniversary Professional Development Award of \$200.00. Not all of the money budgeted for the Award has been used and I encourage you to keep this in mind when planning future professional development activities.

Lois Wyndham's very useful fact sheet entitled *Audiovisual Tips and Tricks* is included in this issue of *BMC*.

I would like to take this opportunity to thank the Board members, especially Lois Wyndham, for their assistance during my first year as CE Co-ordinator. I will do my best to work for you during the coming year, particularly in the area of continuing education. Please do not hesitate to contact me if you have any ideas, suggestions or concerns. ■

Report of the Task Force On Resource Sharing (TFRS)

Patrick Ellis

This could have been the last Task Force report, we could have folded up our tents and shuffled off to Buffalo. But unfinished business in the implementation of DOCLINE, SERHOLD reporting issues, and new developments in resource sharing (VCUC, Z39.50, etc.) find the first members of the task force (TFRS I) packing up and new folks (TFRS II) moving in. (Sigh)

TFRS I met in October, 1996, and in February and June of 1997. We were aided and betted by CISTI and National Library of Canada in these meetings.

Activities

1. Publication/education

The task force consulted with Bev Brown, DOCLINE Coordinator, on revisions to the DOCLINE information package. Responsibilities for these documents have reverted to the Coordinator.

Charlotte Beck contributed a report to National Library News: *Resource sharing in health libraries*. **National Library News** 1996 Sep;28(9):14-5.

A Telemedicine session entitled, *So I'm in DOCLINE, now what*, was held Oct 21, 1996. Contributors were Bev Brown, Suzanne Maranda and Catherine Rayment; Patrick Ellis moderated.

2. CHLA/ABSC Conference '97 in Vancouver

1997 Conference activities for TFRS I/II included:

- Preconference Meeting and Planning Session of current and new task force members.
- Interest Group Lunch.
- Resource Sharing Update: Conference Planners generously re-scheduled this session to follow directly upon AGM. Bernard Dumouchel of CISTI will also be taking part.
- Poster Session.

3. Z39.50

Our original thinking was that Z39.50 was a convertible with zippy handling, bad brakes and leaky windows, but TFRS I learned that this communication protocol could have major implications in library cooperation both within and beyond our community.

TFRS Report (cont'd)

How would CHLA/ABSC libraries fit into the Virtual Canadian Union Catalogue? What were NLM and CISTI doing on this front? Have you seen the car keys?

- URL addresses discussing Z39.50 issues were distributed to CANMEDLIB.
- DOCLINE Coordinator confirmed with NLM that there are no immediate plans to adapt DOCLINE to the Z39.50 protocol.
- Task Force is following up with National Library of Canada on conducting a Virtual Canadian Union Catalog trial by smaller hospital libraries.

Continuation

The new task force members are:

- **Judith Coughlan-Lambly**; Dalhousie University, Halifax, N.S.
- **Toni Janik**; Hotel-Dieu Grace Hospital, Windsor Ont.
- **Lynn Kozun**, Saskatchewan Health, Regina Sask.
- **Anne Smithers**; Queens University, Kingston Ont.

The former task force members are grateful for the assistance and good humour they have met along the way. ■

BMC Editor's Report

Dean Giustini

Since the last AGM, the *BMC* editors set out to further promote *BMC* within the Canadian health library community, and took some tentative, beginning steps at self-promotion in the United States market. Thanks to the widespread use of the Internet over the last year, including the use of electronic mail and the CANMEDLIB and MEDLIB listservs, *BMC* has been able to reach out to more potential readers, writers and advertisers than ever before.

Many of you remember from last year's AGM that the cost of producing *BMC* had risen to nearly equal that of revenues generated from CHLA/ABSC membership fees. As incoming *BMC* Editor, hearing that at last year's AGM concerned me a great deal as it did other CHLA/ABSC members.

Together with Laurie Blanchard, the incoming Assistant Editor, we set out in September 1996 to improve *BMC* in whatever way we were able. We did this by looking at four specific areas for improvement:

- *BMC* needed to lower its production costs where possible by stricter editing, and a more concise writing style;
- *BMC* Editors needed to do more proactive solicitation of advertisers to increase revenue;
- The overall quality of *BMC* needed to improve and we set out to create some new columns and articles;
- In addition to informal feedback, we wanted to give CHLA/ABSC members an opportunity to provide feedback

about *BMC*. By implementing the *BMC* survey, we felt we could get a sense of what direction the journal should take. The results of this survey will be presented shortly.

In addition to spending less money and trying to make more, we asked CHLA/ABSC's treasurer to institute a change in accounting for *BMC*: separate out all *BMC* costs from other CHLA/ABSC activities and publications. This way the editors could see from year to year how they were faring and how costs had gone up.

As the one responsible for moving *BMC* forward this year, I must say it has been a daunting task. Thanks to the survey, the prospect of Web publishing and a need to secure more advertising, the *BMC* Editors' mandate is larger than ever before. Perhaps it's time to go to an editorial board setup, and in fact this is one of my recommendations to the CHLA/ABSC Board.

A logical next step in *BMC*'s evolution is to look at publishing a high quality journal, one that reflects the goals and objectives of CHLA/ABSC, in an environment of competitive advertising dollars and the pressure to publish electronically.

In closing, I'd like to thank Laurie Blanchard for all her hard work as Assistant Editor. I wish her well and encourage her to lean on me in the transitional period after I leave *BMC*. My special thanks also to CHLA/ABSC President Susan Murray and my colleague Linda Harris at the Cross Cancer Library in Edmonton. They've been my virtual friends. ■

CHLA/ABSC Hospital Librarian of the Year for 1997

Carol Morrison

CHLA/ABSC is pleased to announce that the recipient of the 1997 Hospital Librarian of the Year Award is Carol Morrison, Director of Library Services at the Ontario Cancer Institute. Carol's nomination by the Toronto Health Libraries Association included an impressive list of professional accomplishments and a number of testimonials from her colleagues in the chapter.

Since becoming Librarian at OCI in 1979, Carol has developed a collection and services which received a 98% approval rating from employees at the Institute, and were described as "exemplary" and "world class" by the 1993 Accreditation Survey team. She has extended her professional role at OCI by collaborating on several articles published in the medical literature, and by preparing cumulative indices to such distinguished publications as the *Annals of Thoracic Surgery*, *Journal of the American Academy of Dermatology*, *Journal of Thoracic and Cardiovascular Surgery*, *Journal of Hand Surgery* and *Chest*.

Carol has played an equally active leadership role within the broader health library community, often as a founding member. She has been involved with the Health Science Information Consortium of Toronto since its inception serving initially as Chair of the Working Group to investigate Health Library Consortia (1987), and finally as Chair of the Task Force to Review the Role & Membership Model (1996-present). She has been a member of the University of Toronto's Library Advisory Council and served on several University educational task forces.

Carol acted as Vice-President and President of THLA from 1981 to 1983. In December 1994, THLA presented Carol, longtime host of THLA's festive season celebrations, with an Honourary Life Membership. She served as a Director of CHLA/ABSC from 1983-85 and has chaired and served on several CHLA/ABSC committees.

As to her with involvement within these various groups, one Toronto Consortium member noted:

"It's a pleasure to serve on a committee with Carol Morrison—you know that everything will be done well and will run smoothly".

Carol combines her administrative and leadership skills with a unique ability to act as mentor and role model to her col-

leagues—indeed every testimonial which accompanied her nomination stressed this ability. "A joy to work with", "has a wonderful ability to offer solutions and get consensus", "patient, efficient, compassionate, ...has a great sense of humour", "a great team player", "well respected by her peers", "the consummate librarian" are but a few of the comments offered about her.

Long-time colleague Verla Empey recalls Carol was a pioneer in introducing online search services:

"She patiently and graciously let us visit her for demonstrations and supplied us with copies of her lobbying methods, her background research, her proposals, her budget submissions—anything that would help us build our own cases".

Carol Morrison truly exemplifies all the best qualities in hospital librarianship and CHLA/ABSC is proud to count her as member and colleague. ■



Carol Morrison's Acceptance Message

I was thrilled to receive the Hospital Librarian of the Year award for 1997—it is a wonderful honour and I will cherish it. There isn't another organization I would be prouder to receive recognition from than CHLA/ABSC. The organization and the profession have come so far over the years. As one who started out in the early 1970's wading through volumes of *Index Medicus* to verify interlibrary loans, I can attest to the value of strong professional organizations and a network of colleagues and friends. In our case, this means *BMC*, the conferences, the continuing education opportunities and always, the helpful advice of colleagues just a phone call or e-mail message away.

When I was initially asked for my CV as part of the nomination process I was a bit reluctant. There are so many worthy candidates. However, I was very proud that my colleagues in the Toronto Chapter wished to nominate me and I want to send a special thank-you to the THLA executive committee and to the individuals who took the time to write letters to support my nomination.

The award has brought many unexpected bonuses. I have been overwhelmed by the response of staff and students at the Ontario Cancer Institute/Princess Margaret Hospital. They have gotten such a kick out of having the "Hospital Librarian of the Year" in their midst that the library has received a great deal of positive attention. My young son attended the banquet with me in Vancouver, was much impressed with the importance of my work, and has ceased to complain when I stay late for a meeting or to finish a report. And perhaps best of all were the memories that came so easily when the nomination made me stop and look back in time.

I have not mentioned any names in this note as there are too many to mention, but I accept this award gratefully on behalf of the small army of health science librarians who spend countless hours on committees, task forces and conferences making the profession work, ensuring quality library service and ultimately, quality health care.

Thank you all!

1997 CHLA/ABSC 20th Anniversary Professional Development Award

I wanted to take the opportunity to extend my sincere thanks to CHLA/ABSC for the receipt of the Twentieth Anniversary Professional Development Award.

The Award enabled me to take advantage of the CHLA Pre-Conference Continuing Education Course on QuickDoc offered by Jay Daly. It was an excellent course that provided a great deal of information both on the internal workings of QuickDoc as well as the day to day operation of the program.

As I offer the technical support for our two hospitals for QuickDoc, it was really useful for me to acquire this information.

In these days of restricted budgets and cutbacks, it is possible that funding such as this would be the only opportunity to proceed with continuing education programs. I am grateful for the opportunity to apply for the CHLA/ABSC Twentieth Anniversary Professional Development Award. Thank you once again.

Sheila Fynn
Health Sciences Library
Grey Nuns Community Hospital & Health Centre
Caritas Health Group
Edmonton, Alberta

CHLA/ABSC Award of Outstanding Achievement

Jim Henderson

The CHLA/ABSC Award of Outstanding Achievement is our Association's highest honour, reflective of a career marked by:

"significant contribution to the field of health sciences librarianship in Canada".



Jim Henderson receives the Award of Outstanding Achievement from Susan Murray (right) and congratulations from Wendy Hunt.

The Board of Directors is very pleased to announce that the 1997 recipient of this award is Jim Henderson, Director of Medical Library Service, College of Physicians and Surgeons of B.C.

Jim has been an active member of the medical library community for fifteen years and has taught courses in medical literature, held executive positions in the Health Libraries Association of B.C. and served two terms as Treasurer of CHLA/ABSC. He is probably best known to members as the driving force behind the introduction of DOCLINE across Canada. Jim saw the potential of DOCLINE in the early 1990s through his association with U.S. medical libraries in the Pacific northwest. In 1993, he organized a trial with HLABC members, facilitating their introduction to SERHOLD and initiating B.C. users group.

Jim has written several articles about DOCLINE for *BMC* and has given seminars across the country, encouraging chapters to adopt the system. His efforts have led to significant opportunities in resource sharing and technology utilization, particularly for small health libraries in Canada.

Jim's enthusiasm and commitment are equally recognized by the College he serves, as illustrated in the following excerpt from a letter written by Professor Emeritus George Szasz, M.D., Chair of the Medical Library Service Library Committee to Susan Murray, CHLA/ABSC Past-President:

"[Jim Henderson] is a consummate librarian. His primary concern is to satisfy the library needs of the physicians in B.C., particularly those practicing in the outlying areas of the province. But that is part of the terms of reference of his position. What is beyond the terms is his enthusiasm, and his delight to work with doctors. This shines through the Library's approach to providing relevant clinical information with speed, and at great depth. I am equally impressed by the way he cares for the Library's staff. He listens, he informs, he encourages, and so he maintains a very supportive environment for a very busy staff."

Congratulations Jim. We look forward to seeing what the next 15 years will bring! ■

Jim Henderson's Acceptance Speech from the 1997 CHLA/ABSC Conference

Following is the text of the acceptance speech I gave to the CHLA/ABSC Banquet upon receipt of the Award for Outstanding Achievement. At the event, it was somewhat shortened from this text. The Award was presented by Susan Murray, CHLA/ABSC President, with remarks by Wendy Hunt, Past-President of HLABC, who nominated me for the Award.

"Thank you very much, Susan and Wendy, for your kind remarks. I am most grateful to CHLA/ABSC for this honour and to HLABC for nominating me. Surely, the greatest honour must be to receive recognition from one's peers, who are familiar with one's weaknesses and failures as well as strengths and accomplishments. I am humbled, recalling the respect I have for the past and continuing accomplishments and the bearing of the two previous recipients, Joanne Marshall and Jan Greenwood. It is not easy to find myself in such company.

But it is easier to accept this honour knowing that it is on behalf of several organizations and many individuals.

The organization for which I work, the Medical Library Service of the College of Physicians and Surgeons of BC, is unique. As its Director, I have the privilege of working with a talented and dedicated staff who make the organization what it is. To them, I say thank you for suffering my enthusiasms with patience and continuing to deliver excellent service day after day, enabling MLS to be a successful and important organization in BC health libraries. Without its position as an informal coordinator, introducing DOCLINE into BC would not have been as easy.

Credit goes to the physicians of BC for establishing and maintaining the Medical Library Service through the College. I am honoured to have Dr. George Szasz, Chair of the College Library Committee, in the audience this evening representing BC physicians. I am disappointed that Bill Fraser, my predecessor as MLS Director, was not able to come this evening. His conceptualization of MLS as a regional service was crucial to making MLS what it is today.

The cooperative spirit in BC health libraries deserves recognition. My colleagues enthusiastically took up DOCLINE and collaborated efficiently. We had DOCLINE up and running in no time. Many individuals come to mind who contributed to DOCLINE's success, but there are too many to name. I am pleased that library technicians in BC libraries were as involved as professional librarians in making DOCLINE happen.

I would like to mention one person individually, Johann van Reenen, who was the Director of the Life Sciences Libraries at UBC when DOCLINE started in Canada. He was important in spreading DOCLINE across Canada by introducing it to the library directors from the Association of Canadian Medical Colleges.

DOCLINE would not have been introduced into Canada without the support and collaboration of people from those great American organizations, the National Library of Medicine and the National Network of Libraries of Medicine. Eve-Marie Lacroix, Director of the Public Services Division of NLM, suggested that

Canada introduce DOCLINE and ensured that NLM understood the value of this endeavour. She deserves thanks and much credit. As well, NLM staff—Diane McCutcheon, Marjorie Mann, Karen Krale, and Roz Leiderman—earned my thanks for the extra, hard, and careful work they undertook to make DOCLINE work for Canadians. My friend, Nancy Press, Resource Sharing Coordinator at the NN/LM Pacific Northwest Center in Seattle, was enthusiastic, supportive and patient. Her excellent work made DOCLINE come to Canada, and sooner and better.

Many individuals made it possible for DOCLINE to be brought into Canada. The initial idea belongs to Sherrilynne Fuller. She suggested that UBC join DOCLINE when she was visiting Vancouver shortly after she came to the University of Washington and the National Network of Libraries of Medicine Pacific Northwest Center. My education was begun and the seeds of my enthusiasm for DOCLINE were planted by the Board of the Pacific Northwest Chapter of the Medical Library Association when I was Secretary in the late 1980's, following DOCLINE's introduction in the US in 1985. I can remember Kathy Murray, Edcan Berglund, and Tamara Turner, but there were several others.

DOCLINE would not have come into Canada without the good work of several people at CISTI. Maureen Wong was key at the very beginning. Cam Macdonald was an important player and Michelle Slachta did much good work. Dianne Pammett contributed much throughout. We were fortunate that CISTI recently hired Bev Brown as DOCLINE Coordinator.

CHLA Board and Task Force members deserve much credit. My friend, Lea Starr, the first Chair, provided leadership and ideas which helped spread DOCLINE into Alberta and across Canada. Patrick Ellis, the retiring Chair, has had a significant influence and done excellent work, with humour as well as vision and intelligence. He has kept DOCLINE in perspective with real needs and other resource sharing possibilities. George Beckett suggested the Task Force, was a member briefly, and undertook other important work including linking CHLA/ABSC activities to ACMC. Joan Leishman and Charlotte Beck were most effective members of the Task Force. I must single out Charlotte. I can remember several conversations convincing her of the merits of DOCLINE for smaller libraries. Her initial skepticism honed my thinking and arguments. Her enthusiasm, once converted, have been influential in promoting DOCLINE across Canada.

A significant contribution was provided by Paul Ward. We used his union list database and programme to accomplish initial input into SERHOLD—a key link. I would like to thank George Szasz for his personal support, encouragement, and time given generously as well as recognizing him as a representative of the BC physicians. My family has helped keep everything in proper perspective. I am pleased that my partner, Jocelyn, is here tonight. I am thankful for their support.

It is clear that this Award is given to many through me, and I am sure I have not mentioned everyone who deserves credit. Thank you to all of you for this honour. ■

CHLA/ABSC CHAPTER REPORTS

Health Libraries Association of British Columbia

President	Kathryn Hornby Woodward Biomedical Library 2198 Health Sciences Mall Vancouver, BC V6T 1Z3 Tel: (604) 822-3662 Fax: (604) 822-5596 E-mail: khornby@unixg.ubc.ca
Vice President/President Elect	Charlotte Beck
Secretary	Diana Hall
Treasurer	Joan Andrews

Our guest speakers at association meetings this year have been: the GF Strong Education Coordinator speaking on the changes in head injury rehabilitation over the last 10 years; Deb de Bruijn, Manager of the Electronic Library Network discussing ELN, its mandate and activities; and Karol Sinats, Manager, Information services (BC Government), explaining Intranets and the role of librarians in the emerging electronic workplace.

Working meetings featured the Working Group for Library Initiative. The activities of this working group have been published in the *HLABC Forum* over the past year. The mandate or focus is to prepare a plan for a provincial health information network of collaborating libraries to manage the health knowledge base. The first step was to prepare a survey. While not statistically rigorous, it is meant to provide a 'snapshot' of member libraries. The survey

was mailed this spring, responses are in and results will be the starting point for a draft document.

The Resource Sharing Committee had three meetings this year. They are investigating a shared catalogue for hospital and health libraries in the province. There is less emphasis on DOCLINE, since most libraries are now well-versed in its peculiarities, although planning for the annual Serhold updating is underway.

The four issues of *HLABC Forum* were published from Victoria this year. The executive, still based in Vancouver, communicated with the co-editors via e-mail. It was a successful experiment and will be repeated in the future. E-mail was found to be an effective way to engage members outside the Lower Mainland in the actual running of the Association.

Several of the Association's members were involved with the planning of CHLA/ABSC Conference 1997 held at Woodward Library, UBC, May 28 - June 1. The conference itself had several noted speakers, including Dr. Robert Evans and Dr. Anne Crichton (both from UBC). The Association supported the conference with publicity in the *Forum* and a donation of \$500.

Thanks to some industrious members, the Association has a new and growing website <http://www.library.ubc.ca/hlab/>. It contains recent issues of the newsletter plus basic information about the Association, its aims and contact names. Our listserv has been renamed HLABC-L, and is now used by the membership as a whole. It has proven to be an effective means of keeping a widely dispersed membership informed.

Wendy Hunt

HLABC President, 1996-97

Northern Alberta Health Libraries Association

President	Della Jacobson
Vice President	Georgia Makowski
Past President	Peggy Yeh
Secretary	Linda Bumstead
Treasurer	Sheila Fynn
Membership	35

A part from a Christmas lunch and an AGM dinner meeting, members met twice during the year: once in November 1996 for a (very well-attended!) program on stress management, given by Wendy Austin, a professor in the Faculty of Nursing at the University of Alberta, and again in March 1997 for the videoconference, *The future for librarians: positioning yourself for success jointly*, sponsored with the local chapters of CASLIS, SLA and ELLA, and heavily oversubscribed, with 54 participants filling the theatre. The sharing of costs with other professional groups, a grant from the CHLA Development Fund, and a small charge to participants, meant that each group covered most of their share of expenses. Feedback on the videoconference was very positive.

The chapter set up its own listserv as almost all members now have e-mail, and work is underway on a NAHLA Web site.

The other major activity of the year was publication of *Consumer Health Information: a directory of resources in Edmonton and area*. This was compiled by the chapter's Consumer Health Interest Group, with financial assistance in the form of a Development Fund grant of \$1000 from CHLA. This was further subsidized by a small amount of additional funding from the chapter itself.

The *Directory* provides details of consumer health information available from 62 agencies in the Edmonton area, listed by agency and indexed by subject covered, in a loose-leaf format for easy updating. Copies are held at each of the agencies listed, and many copies have been sold, including one for each of the 15 branches of Edmonton Public Library. The *Directory* is also listed as resource material for rehabilitation medicine courses at the University of Alberta. The *Directory* is currently being revised and updated. It is accessible online at:

<http://www.ualberta.ca/~lslater/chiweb/chiweb.htm>

An order form can be printed from this site. More development and indexing is planned for the fall.

Linda N. Seale

Secretary, NAHLA 1996-1997.

Southern Alberta Health Libraries Association

President	Elisabeth Neureither Hospital Library Alberta Children's Hospital 1820 Richmond Road S.W. Calgary, Alberta T2T 5C7 Tel: (403) 229-7000 Fax: (403) 543-91208 E-mail: elisabeth.neureither@ crha-health.ab.ca
Vice President	Judy Kirton
Past President	Kim Polvi
Secretary & Treasurer	Heather Dunlop
Membership	28

and professional development. However, with most tasks coming close to completion, that will change in the near future, and we will be able to commit more of our time to future plans and projects.

Our last meeting in December was very well attended and we welcomed three new members. Prior to that meeting we had surveyed our membership about different topics and projects that we might deal with in the coming year. "Internet pros and cons" proved to be the most popular issue. We decided that Maureen Wedderburn, together with Kim Polvi, would work on issues related to setting up and maintaining a SAHLA Web site. Besides the University of Calgary Medical Library and the Tom Baker Cancer Centre Library, the Long Term Care Inservice Resource Centre Library has created a Web site on the Internet. The Alberta Children's Hospital Library Web site is nearing completion and will soon be available to the public.

We are all looking forward to new projects and activities in 1997-98.

Elisabeth Neureither
SAHLA President, 1996-97.

The regionalization and reorganization of health care in Alberta and the implementation of these changes kept many of us extremely busy, so that we had little time for meetings

Saskatchewan Health Libraries Association

President	Terry Bouchard
Vice President	Alice Lalonde
Past President	Lily Walter-Smith
Secretary	Bonnie Piercy
Treasurer	Colleen Heichert

At the SHLA meeting, Alice Lalonde distributed copies of the new SHLA brochure for members to copy for their resource centres. Lynn Kozan updated the members on the progress of the Multi-type Library Committee, which is currently working on a province-wide library information system called PLEIS.

The new Executive for 1996-1997 is Terry Bouchard, President; Alice Lalonde, Vice President; Bonnie Piercy, Secretary and Colleen Heichert, Treasurer.

The fall meeting was held on October 4th at the Saskatoon Cancer Centre. We reviewed SHLA's constitution and suggested changes. A committee was struck to develop a strategic plan for SHLA which will then be presented at our Spring 1997 meeting. Libraries in the Regina Health District are going ahead with DOCLINE implementation.

Discussion regarding fund-raising took place. Not all librarians were in favour of fund-raising so it was decided to leave this item to the Spring meeting. We were joined by the Saskatchewan Association of Library Technicians to hear speakers on the implementation of PLEIS. Some members joined SALT again Saturday morning for a workshop on the Internet.

Alice M.A. Lalonde
SHLA Vice President

The Saskatchewan Health Libraries Association (SHLA) met twice in 1997. Our spring meeting was held on May 8th, 1997 to coincide with the Saskatchewan Registered Nurses Education Day and a fall meeting was held on October 8th, 1997.

At the spring meeting, Kelly Walker, the keynote speaker, spoke about "Coming together as a family of nurses : cooperation, collaboration, communication". Kelly is a warm, entertaining and informative speaker whose life has been shaped by many therapeutic activities and she also maintains a classical and contemporary music career. His mission is to help people master the necessary skills to deal with change and modern-day stresses and to accept themselves as they are—a very appropriate topic for this day and age.

During the luncheon, Eric Cline, Saskatchewan's Minister of Health, spoke and answered questions regarding the state of health care in the province.

Manitoba Health Libraries Association

President	Vera Keown
Vice-President/President Elect	Hal Loewen
Past President	David Colborne
Treasurer	Doug Carlson
Secretary	Mark Rabnett
Editor, MHLA News	Pam Green
Membership	53

MHLA was active on several levels during 1996-97. We grew to comprise 53 members, maintained several active committees and a task force, mounted several programs which were well attended, preserved our fiscal health, worked to streamline our resource sharing systems, and continued our efforts to strengthen our presence outside the library community.

The programme committee coordinated several activities including a session on practical applications of the Internet in health care, a half day session on "Evidence-Based Practice", and a half day session on designing publications. This constituted an excellent selection of activities, all of which have given us the opportunity to improve library services. Significantly, our programs have attracted many attendees from outside the ranks of the library community.

In terms of resource sharing, MHLA is poised to start using DOCLINE for facilitating document delivery among member organizations. All participating libraries now have holdings informa-

tion in SERHOLD, four libraries have routing tables in place, and by the fall MHLA should be off and running with DOCLINE.

Internal communication is an essential element in maintaining a healthy organization. Our primary vehicle has been the *MHLA News*. The issues published this year have had elevated levels of local content, many pointers to useful resources, feature profiles of member libraries, and timely inserts which have facilitated MHLA activities.

Soon, perhaps as early as the summer of 1997, *MHLA News* will be complemented by our own MHLA Web site which will serve MHLA, its members, and, we hope, a much wider constituency, in a variety of ways. One of its most useful features will be its online *MHLA Library Directory*, which will give each member library a public, Internet-accessible place to promote and clarify our mandates, and a kind of 'mini home page'.

As we develop programs which attract other health care professionals, and as we develop an Internet presence that enhances our association and our member libraries, we are informally strengthening our standing in the health care community. To cap our efforts in this regard, MHLA will soon take its most prominent formal step in promoting access to health information and the role of libraries in facilitating such access. The MHLA position paper on *Access to Health Information in Manitoba* will be ready for strategic dissemination in the fall of 1997.

David Colborne

MHLA President 1996-97

Northwestern Ontario Health Libraries Association

Chair	Sylvia Wright St. Joseph's Health Care Group P.O. Box 3251 35 North Algoma Street Thunder Bay, Ontario P7B 5G7 Tel: (807) 343-243 Fax: (807) 345-4994
Secretary & Treasurer	Barbara Murray
Membership	10

The Northwestern Ontario Health Libraries Association met five times in the past year. Our numbers are even smaller this year as our health care facilities change, amalgamate and reduce services. We now have one acute care hospital, and a long term care facility and psychiatric hospital are slated for closure.

Our September meeting was largely a discussion of the CHLA conference in June, our plans for the year and changes that member institutions have undergone since the spring. In January, Gisela Scalse of Lakehead University gave a presentation on the Cochrane Databases. In March, we began updating our serials union list. With no funding available for this task, we took it on as a cooperative assignment. Using a common WordPerfect format and disk, we have all taken part in the project and anticipate a new list by September. In the spring, the College hosted a presentation on copyright.

There is a small committee of library people in Thunder Bay currently trying to set up some continuing library education for all those interested in the fall. NOHLA is taking part in this endeavour. In an isolated community such as Thunder Bay, and with fewer and fewer resources, we are working more cooperatively than ever to bring quality workshops and presentations to the area.

Catherine Walsh

Past President, NOHLA

Windsor Area Health Libraries Association

President	Toni Janik Hotel-Dieu-Grace Hospital Library 1030 Ouellette Avenue Windsor, Ontario N9A 1E1 Tel: (519) 973-4411 x3178 Fax: (519) 973-0642 E-mail: library@hdgh.org
Secretary	Diane Jewkes
Treasurer	Anna Henshaw
Membership	18

WAHLA held two regular meetings this year. The Fall meeting was hosted by Jim Noble of the Teen Health Centre and the Spring meeting, by Sharon Munro of the University of Windsor.

The Fall meeting business included a report on the status of WAHLA's union list project with Paul Ward, a routing table exercise for the membership, and a discussion and agreement to continue our reciprocal arrangement with COHLA. WAHLA is most interested in reciprocal agreements with other CHLA chapters. Our afternoon program was presented by Judy Fields, from Wayne State University, on "Business Resources and the Health Science Library".

Our Spring meeting was primarily a business meeting, followed by a tour of the Leddy Library at the University of Windsor. Business included reports on the status of our union list—new edition to be printed late 1997—speakers/programming ideas for the upcoming year, institutional and library status reports, and election of officers. Anna Henshaw hosted a year end dinner at her

new home following our meeting.

The following individuals were elected to our executive.

- ♦ Joyce Jewer - Coordinator
- ♦ Toni Janik - Vice-Coordinator
- ♦ Margaret Campbell - Treasurer
- ♦ Diane Jewkes - Secretary
- ♦ Maria Chaves - Vice Secretary/Treasurer

Continuing education has been a prominent focus of our group. Each meeting has had an educational component. In addition, on November 1, 1996 Judy Fields presented a full day CE opportunity on "Business and Marketing for Health Libraries". In addition many of our membership joined LAHLA in April for OVID's presentation on electronic journals.

Resource sharing continues to be an essential element within/outside of the chapter. Ongoing efforts include our interlibrary loan agreements within the chapter, with COHLA, and our discussions with other chapters to expand our resource sharing.

Our membership continued to be involved in other library groups, keeping us up-to-date on issues of interest. These associations include LAHLA, MDMLG (Metropolitan Detroit Medical Library Group), MHSLA (Michigan Health Science Library Association), MLA and OHLA. Congratulations to Jill Campbell, the new President-Elect of OHLA.

Health care restructuring continues to have an impact on the WAHLA facilities and libraries. Hospitals, health units and community agencies alike have experienced changes. The need for connectivity with the other health libraries and resource sharing has never been greater!

Toni Janik

WAHLA President, 1996-1997

Toronto Health Libraries Association

Executive Committee 1996/97	
President	Brian Cameron
President-Elect	Karen Smith
Past-President	Colleen Mulloy
Secretary	Marina Englesakis
Treasurer	John Tagg
Newsletter Editor & BMC Correspondent	Terri Rothman
Newsletter Assistant Editor	Gabrielle Fernandes

The 1996-97 season was an unsettling one for the Toronto Health Sciences Library community. On March 6, 1997 the Health Services Restructuring Commission released its *Metropolitan Toronto Health Services Restructuring Report*, which calls for the closure of eight acute-care hospitals, four chronic-care hospitals and one specialty hospital. In April 1997, the Ontario Ministry of Health Library closed its doors.

Despite these troubles, THLA enjoyed a record-high membership of 162. We had an interesting programme of meetings including Dr. John Doyle's presentation "The Internet : a clinician's perspective" in October; Kenneth Luby, ND on "Naturopathic approaches to the treatment of AIDS" in February and Dr. Jozeph Krop on "Environmental medicine" in April. Our traditional holiday party in December was a great success, as was our Annual Dinner Meeting in May, when 60 members gathered to enjoy fellowship and good food and to hear Dr. Donna Stewart address the question "Why are we doing women's health research?"

Our chapter extends warm congratulation to Carol Morrison, recipient of this year's CHLA/ABSC Hospital Librarian of the Year Award, and best wishes to two of our colleagues who recently retired - Verla Empey of the Wellesley Hospital and Anita Wong of St. Michael's Hospital.

I would like to extend thanks to all members of the outgoing Executive and a welcome to our new Executive who face the challenges of the upcoming year.

Colleen Mulloy

THLA President, 1996/97

London Area Health Libraries Association

Executive Committee 1996/97

President & BMC Correspondent	Jan Figurski London Health Sciences Centre University Campus 339 Windermere Road PO Box 2532, Terminal A London, ON N6A 5A5 Tel: (519) 663-3300 Ext. 5862 Fax: (519) 663-3198 E-mail: jan.figurski@lhsc.on.ca
President-Elect & Treasurer	Leslie-Ann Legge
Secretary	Christina Woodward
Membership	37

Executive Committee 1997/98

President & BMC Correspondent	Leslie-Ann Legge Clinical Medical Librarian Parkwood Hospital 801 Commissioners Road East London, Ontario N6C 5J1 Tel: (519) 685-4292 Ext. 2020 Fax: (519) 685-4085 E-mail: legge@julian.uwo.ca
President-Elect/Treasurer	Cathy Parker-Wood
Secretary	Juanita Carrier
Past-President/CE Coordinator	Jan Figurski
Membership	36

1996/97 was a year of consolidation for LAHLA. We began operating under a new constitution, and started taking those new directions that purposeful reviews can produce. We started new initiatives related to increasing members contact/participation time, and continuing education, and we made significant progress on existing projects related to resource sharing, union list preparation, and participation in DOCLINE.

LAHLA successfully completed difficult and protracted negotiations with SharList (Paul Ward), and now has its Union List of Serials. At the same time, we contracted a firm date for SERHOLD conversion, which takes us one step closer to participation in DOCLINE. Another task force investigated the feasibility of creating a consortium to take advantage of bulk discounts/single-point billing from CISTI. At this point, two members have entered into an agreement for a six-month trial. Other members will revisit the idea at the end of that trial.

Continuing education has become an important activity for LAHLA members; providing opportunities for professional devel-

opment can be highly motivating to members and a source of revenue for the association. LAHLA organized a successful workshop entitled, *From Librarian to Cybrarian*, given by Jane Dysart & Associates. CE is now incorporated into all association meetings; LAHLA members and other local 'experts' regularly give presentations on a variety of topics of local interest.

The Health Sciences Restructuring Commission Final Report for London has recommended consolidation/closure of three area hospitals, and major changes to program sites. As it becomes better known what aspects of the HSRC recommendations will be implemented, and what outcomes they may have, LAHLA's response will primarily focus on health information promotion and advocacy: we will promote the importance of health libraries to hospital administrators, and will advocate for the effective maintenance and/or transfer of resources between member libraries.

Jan Figurski

LAHLA President, 1996/97

Golden Horseshoe Health Libraries Association

President	Susan Armbrust Health Sciences Library St. Catharines General Hospital 142 Queenston Street St. Catharines, ON L2R 7C6 Tel: (905) 684-7271 Ext. 4352 E-mail: armbrust@spartan.ac.brocku.ca
Vice President/President Elect	Jean Maragno
Secretary & Treasurer	Neera Bhatnagar
Membership	31

pital, Hamilton, Ontario presented preliminary results of *Use of Info Scripts*, a pilot study, to the group. The objective of the study was to learn if a prescription tool (an "Info Script") used by physicians and other health care providers increases the number of clients who seek additional health information from community health information centres (CHIRO).

On May 1st, 1997 a lovely dinner was enjoyed by 18 members at the Hillcrest Restaurant. A short business meeting was held to discuss copyright issues, continuing education, resource sharing task force, GST, Code of Ethics and the CHLA/ABSC Scholarship.

A wonderful presentation was given by Karen Zanutto from Hotel Dieu, St. Catharine's, Ontario, on how to deal with change and what might prevent us from adopting change. Karen asked us to identify stressors in our lives and gave us examples of how to deal with these on an ongoing basis.

Jean Maragno

GHHLA Vice-President/President Elect

The above GHHLA Executive were elected to office at our 2nd Annual Meeting on November 26, 1996. A short business meeting included the President and Treasurer Reports. Debbie Bang, Sheryl Farrar, Consumer Health, St. Joseph's Community Health Centre and Don Buchanan, Chedoke Hos-

Central Ontario Health Libraries Association

President & BMC Correspondent	Susan Hendricks Library Oshawa General Hospital Library 24 Alma Street Oshawa, ON L1G 2B9 Tel: (905) 576-8711 Ext. 3334 Fax: (905) 721-4759
Past President	Mary McDiarmid
Secretary & Treasurer	Fran Westgarth
Membership	19 member institutions

Library in Orillia, hosted the meeting and organized a most exciting tour of the facility. Library work seemed tame after a tour of the shooting range and police museum.

COHLA said goodbye to member Jean Cornett, who retired this year from Georgian College. Jennifer Varcoe and Katrina Montgomery were introduced to the group as the new Georgian College representatives.

Interlibrary loan cooperation continues between WAHLA and COHLA. In addition, COHLA made the decision to pursue participation as a group in DOCLINE. However, since this is still in process we have continued publication of the print version of our *Union List of Serials*.

Toward the end of the year, restructuring was beginning to make its way to many of our member institutions and job responsibilities of members forced the cancellation of our Fall meeting.

We look forward to a more active and promising year in 1997 when we hope to continue to provide professional development opportunities to our members.

Susan Hendricks
COHLA President

The challenge for COHLA this year was to remain fully operational, following Fran Westgarth's reassignment from library responsibilities and subsequent resignation as well as the extended leave of Mary McDiarmid, Past-President, but also responsible for the maintenance of the COHGLA union list.

Nevertheless, we managed to meet in Orillia for our Spring meeting. Sandra Saddy, Librarian at the OPP General Headquarters

Wellington-Waterloo-Dufferin Health Library Network

Membership

Brantford General Hospital
Cambridge Memorial Hospital
Community Mental Health Clinic, Guelph
Conestoga College - Doon Campus
Dufferin Caledon Healthcare Corp.
Grand River Hospital/Freeport Hospital
Grand River Hospital/KW General
Groves Memorial Community Hospital
Guelph General Hospital
Homewood Health Centre
St. Joseph's Hospital & Home
St. Mary's General Hospital
University of Guelph, OVC
V.O.N. Waterloo Branch
Wellington-Dufferin-Guelph Health Unit

In April, members involved themselves in library issues highlighting the development of a complementary medicine bibliography as well CD-ROM subscriptions and purchases.

The June, the Annual General Meeting was hosted at the home of Dee Sprung. Business was combined with pleasure; statistics, treasurer's report and the annual report were distributed.

Business was the main emphasis at the October meeting. Most notably, Network members agreed to make time for "Resource Information Updates". At each meeting members report on changes and new developments for their libraries and institutions.

December's meeting gave an opportunity for members to celebrate the season with a luncheon at the home of Brenda Vegso.

In February, the Network was given an informative and entertaining presentation by Joyce Pharoah, "Sinking in a sea of stress". Members enjoyed the session considering the current stress of restructuring and budget cuts.

The updated tenth edition of the *Union Serials List* is available for purchase from the network treasure.

It was an enriching and productive year for the Wellington-Waterloo-Dufferin Health Library Network.

Brenda Vegso
WWDHLN Co-chair

Elizabeth Andrushko
WWDHLN Co-chair

Wellington-Waterloo-Dufferin Health Library Network members met in April, June, October, December and February of the fiscal year 1996-97. Members focused their energy on maintaining a strong network. Professional standards and development were encouraged with presentations and thoughtful discussions.

Ottawa Valley Health Libraries Association/Association des bibliothèques de la santé de la Vallée de l'Outaouais

President	Elizabeth Hawkins Brady Library Canadian Nurses Association 50 The Driveway Ottawa, ON K2P 1E2 Tel: (613) 237-2133 x233 Fax: (613) 237-3520 Internet: cna@hookup.net
Treasurer	Alexi Campbell
Secretary	Michelle Leblanc

sion. The chapter will offer DOCLINE training to its members in the next few months.

In January, the chapter offered a Telemedicine presentation as a continuing education opportunity to members. Entitled "Progress Report On Health Services Restructuring", the topic was address by Mark Rochon, Chief Executive Officer of Ontario's Health Restructuring Commission. The information was timely, given that the Commission's report to the Ottawa region is anticipated in March.

At our Spring meeting, Deanna Campbell-Mahmut of Health Canada gave a presentation entitled "Electronic journals : where are we now"?

Our new executive for 1997/98 is as follows:

- President: Kyungja Shin
- Treasurer: Alexi Campbell
- Secretary: Michelle Leblanc.

Elizabeth Hawkins Brady
OVHLA President

It has been another busy year for the OVHLA. Preparations are underway to host CHLA conference here in the national capital region, with monthly planning meetings scheduled for this purpose. We look forward to seeing you here next June!

Our DOCLINE project, funded by CHLA's Development Fund, is progressing slower than expected due to delays in data conver-

Kingston Area Health Libraries Association

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Secretary & Treasurer	Barb Carr
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BMC Correspondent	Cheryl Martin
Members	16

for DOCLINE. The project will include participants from the greater Kingston area and will enhance resource sharing among health libraries.

The fall KAHLA meeting focused on DOCLINE. The spring meeting included a presentation by Bracken Library staff on DOCLINE and their INTERNET workbook. In January 1997, Cheryl Martin presented a Telemedicine session on "Putting the library on the critical path for patient care : strategies for the small health library".

Resource sharing continues among KAHLA members. A new edition of the *Union List of Serials in Kingston Area Health Libraries* was prepared by Barb Carr at St. Lawrence College Library.

A new executive under the leadership of Cheryl Martin was elected at the spring meeting. Over the coming year, KAHLA will continue to provides avenues for professional development and support for its members.

Karen Gagnon
KAHLA President, 1996-97

The focus for KAHLA over the past year has been DOCLINE. KAHLA applied for and received funding from the CHLA/ABSC Development Fund to finance start-up costs

Association des bibliothèques de la santé de Montréal / Montreal Health Libraries Association

Présidente	Vacant
Vice présidente	Diane Pelletier
Past President	Donna Gibson
Secrétaire	Vacant
Editrice du Bulletin	Vacant
Trésorière	Shirley Edwards
Membership	43 (17 institutions)

This year was extremely busy for the Association as several workshops and annual events were planned. In September, the Medical Library of the Centre Hospitalier Côte-des-Neiges hosted our workshop on Medical and Pharmaceutical CD-ROMs. Our second workshop, which took place at the end of January, was held at the Library of Urgences-Santé and an informative half-day was spent on "Medical Terminology." Our third and last workshop took place in March, at the Graduate School of Library and Information Studies, McGill University. This presentation was devoted to "Internet Search Engines."

Our Annual Christmas Party was held in conjunction with librarians from both McGill and Université de Montréal. It was a pleasure to network in such a festive environment.

Our Annual General Meeting took place just a few weeks ago and members were treated to a wonderful lunch at Mother Tuckers. The conversation, as always, was stimulating and enjoyable and many of us discussed both our work problems and success stories.

In November, most members rallied together and signed a letter written by the Executive Committee that was sent to the Committee on Canadian Heritage covering *Bill C-32*. It was great to see members join together for this important issue.

On a disappointing note, nominations were sent out for positions on the Executive Committee; to date no replies have been received. We are still searching for a new President, Secretary, and Editor of our Bulletin. Our Vice-president, Diane Pelletier from Urgences-Santé and our treasurer, Shirley Edwards from the Douglas Hospital have agreed to remain in their current positions for another term. I am sure that it is only a matter of time before we fill these vacant positions. As of March our membership total was 43 of which 17 were institutions.

In closing, this year was extremely rewarding for me since I had the pleasure of working with a great team. The workshops and activities that were planned could not have taken place had it not been for the dedication of the members of the Executive Committee. Many thanks should go out to Sharon Pilon, Diane Pelletier, Wendy Blue and Shirley Edwards.

Donna Gibson
ABSM/MHLA, 1997

Newfoundland & Labrador Health Libraries Association

President	Cathy Ryan Library Centre for Nursing Studies
Vice-President	David Howse Health Sciences Library
Secretary/Treasurer	Pamela Morgan Health Sciences Library
Membership	19

Membership is small but enthusiastic! The Newfoundland & Labrador Health Libraries Association held its annual general meeting and workshop on May 9, 1997, at the Health Sciences Centre in St. John's. The morning's session consisted of an excellent, and very well-received, presentation on "Stress Management" by Barbara Thorburn of the Centre for Nursing Studies.

The meeting reintroduced the topic of a small newsletter. A sample issue, prepared by Pamela Morgan, was presented to the membership. As we are a small chapter, with a wide distribution

of members in small libraries, it was felt that this would be a could means of communication. It was agreed that there would be a twice-yearly newsletter, in the fall and spring, and that the Vice-President would oversee and edit, and there would be a two-person committee. It was also decided that, as all in attendance at the AGM now have Internet access, that the Association would develop a Web page and that the executive will initiate this and put the newsletter on the Web site. A logo was discussed and a member is working on this.

There followed a presentation on DOCLINE by George Beckett of the Health Sciences Library. There are at present many issues regarding this being negotiated with the new Health Care Corporation and the Regional Boards.

Other issues discussed at the meeting were the need to look more into promotion of the Association, to seek new members, and to involve individuals from hospital education departments as well as library members.

A workshop was held on writing a Web page (presented by David Howse) and free MEDLINE sources on the WWW (presented by Catherine Sheehan).

Catherine Sheenan
NLHLA, 1997

Maritimes Health Libraries Association/Association des bibliothèques de la santé des Maritimes

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Past President	Paul Clark
Secretary	Caren Mofford
Treasurer	Verona Leslie
Editors & BMC Correspondents	Karen Darrach and Patrick Ellis
Membership	51

The fall meeting of the Maritime Health Libraries Association/Association des bibliothèques de la santé des Maritimes (MHLA/ABSM) was held on October 25, 1996 at the Moncton Hospital in Moncton, New Brunswick. Members were notified of the receipt of a Canadian Health Libraries Association Development Fund grant of \$1,000.00 for the regional chapter DOCLINE project. The DOCLINE project is expected to be completed by July 1, 1997.

The 3rd edition of the *MHLA/ABSM Union List of Serials* was made available to contributing members in October, 1996. The *Union List* includes the serial holdings of 20 health libraries from the region, with seven new contributing libraries with the third edition.

MHLA/ABSM produced a promotional bookmark in December, 1996 which contains a select list of health-related World Wide Web sites. The bookmarks have been distributed to chapter libraries for promotion.

A DOCLINE demonstration session was held following both the fall 1996 and spring 1997 MHLA/ABSM meetings. The demonstration sessions were offered by member, Hughena MacMillan, Head of Document Delivery, W.K. Kellogg Health Sciences Library, Dalhousie University. A session was held in Moncton, N.B., another session was held in Halifax, N.S. to allow members from all the Maritime provinces to attend.

In April, 1997 members Ann Barrett and Tim Ruggles, both of W.K. Kellogg Health Sciences Library, Dalhousie University, offered a demonstration session to MHLA/ABSM members in Halifax on the Internet, specifically related to health-related World Wide Web sources. An OVID demonstration session with a representative from OVID Technologies Inc. was also organized around the Spring 1997 MHLA/ABSM meeting.

MHLA/ABSM members were pleased to hear that we will be hosting the CHLA/ABSC Annual Conference in Halifax, N.S. in 1999.

Darlene Chapman
President, MHLA/ABSM

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ANNOUNCEMENT

CHLA/ABSC Resource Sharing Task Force 2

The members of the CHLA/ABSC Resource Sharing Task Force 2 are conducting a survey as part of a mandate to evaluate current serial, union list and resource sharing activities (including DOCLINE/SERHOLD) at the national and local levels.

This survey is being sent to all CHLA/ABSC members. We would appreciate your participation!

Please complete the survey and return by October 10, 1997 to:

Toni Janik
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Fax: (519) 973-0642

If you have any questions, or require clarification, do not hesitate to contact any Task Force 2 member.

Thank you for your consideration.

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